

Evaluates workload and insures that established schedules and office standards are met. Maintains records on controlled correspondence and alternative method letters. Prepares general letters/memorandums for group leader's signature. Schedules and maintains group leader's calendar. Acts as liaison to staff on information/instructions from group leader and informs staff on procedural guidelines for reports, FR (proofing editing, formatting) packages, and correspondence. Monitors Project Tracking System. Coordinates with contractors/vendors on new procedures and policies and insures prepared documents are consistent with required formats. Maintains skill levels on a variety of software programs (peopleplus, web forms, correspondence management system, and Microsoft office, etc.) to be most efficient for assisting group in daily needs. Prepares and assembles

Federal Register packages in accordance with format requirements and guidance from project leads within group. Maintains suspense and reading files. Compiles and tracks group budget and reports all discrepancies to either the group leader or AO. Prepares domestic and international travel (authorizations and vouchers) for group. Actively seeks other assignments to make operation of the group more efficient.

Contact Supervisor: Yes

Supervisor's Name: Conniesue Oldham

US Environmental Protection Agency
Research Triangle Park, North Carolina
US

5/1998 - 9/2007

Grade Level: 7

Salary: \$45,000.00 USD Per Year

Hours per week: 40

Secretary (Office Automation), 318

Evaluated workload and insures that established schedules and office standards are met. Maintained records on controlled correspondence. Prepared letters /memorandums for group leader's signature. Scheduled and maintained group leader's calendar. Served as liaison to staff on information/instructions from group leader and informs staff on procedural guidelines for reports, FR (proofing editing, formatting) packages, and correspondence. Monitored Project Tracking System. Coordinated with contractors/vendors on new procedures and policies and insures prepared documents are consistent with required formats. Maintained skill levels on a variety of software programs (people plus, correspondence management system, and Microsoft office, etc.). Prepared and assembled Federal Register packages in accordance with format requirements and guidance from project leads. Maintained suspense and reading files. Tracked departmental budget and reported all discrepancies to either the group leader or AO.

Contact Supervisor: Yes

Supervisor's Name: Robin Dunkin & Susan Wyatt (Retired)

Durham Veterans Administration
Durham, North Carolina
US

4/1995 - 5/1998

Salary: \$35,000.00 USD Per Year

Hours per week: 40

Clerk-Typist

Provided secretarial support for scheduling meetings for ECRC Medical Director and Chief Nurse Supervisor. Prepared travel plans and reservations for Chief Nurse Supervisor. Compiled monthly (1) and weekly (2) reports which consisted of note taking. Composed non-technical memorandums for supervisor review and office use. Served as timekeeper for a staff of 35 to 40 nurses, Nurse Manager, and Chief Nurse Supervisor. Served as inter office liaison between staff, visitors, and incoming callers directing and redirecting callers to the correct staff or department. Created and managed office filing system. Scheduled conference calls and interviews (internally and externally) as needed. Used computer extensively for report preparation and updates for patient information.

Contact Supervisor: Yes

Supervisor's Name: Janette Warsaw (Retired)

EDUCATION

Durham Technical Community College

Durham, North Carolina

US

Certification, 6/1972

Major: General Office Technology

Relevant Coursework, Licensures and Certifications:

Applied Associate Degree

JOB RELATED TRAINING

Freelance Graphics/Lotus 123/Displaywrite/Lanier LTE

Typing System/Time Management/Interoffice

Communications/Stress Management/Intro to HTML

Microsoft Office Suite (Word, Excel, Powerpoint)

REFERENCES

Mrs. Janette Warwas

Durham Veterans Administration

Retired Associate Chief Nurse

Reference Type: Professional

ADDITIONAL INFORMATION

- 1975 - Sustained Superior Performance Bronze Medal (Department), - EPA
- 1979 - Letter of Commendation 1987/Appreciation Award - IBM
- 1991 - Team Award Certificate - VA
- 1997 - Associate Chief Nurse Certificate for JCAHO Contribution for 99.9% Compliance- VA
- 1997 - Medical Center Director Certificate for JCAHO Contribution for 99.9% Compliance
- 1997 - Bronze Medal – VA
- 2001 - Bronze Medals (Team Award)
- 2003 - QSI
- 2003 - Bronze Medal (Team Award) - EPA
- 2005 - Bronze Medal (Team Award) - EPA
- 2009 - Bronze Medal (Team Award) - EPA

Kelly Hayes

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-318-8, 04/2005-Present

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Detail

Temporary Promotion

Work Schedule:

Full Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

U.S. EPA

RTP, North Carolina

US

4/2005 - Present

Grade Level: 318/8

Hours per week: 40

Secretary, GS

As AQAD Regulatory Contact, I review/edit rulemaking packages and forward to OAR for signature/publication. I interact daily with AQAD mgt and OAQPS' Washington Operations providing background information/status updates related to rules. I maintain a rule spreadsheet, ensuring current rule information in SCOUTS/RAPIDS databases. I correspond with other divisions, OAQPS' communications staff, OGC, OMB, and the Federal Register office regarding AQAD's rules and make

suggestions to improve process efficiency. I respond to requests from the EPA Administrator and OAR Assistant Administrator offices. I'm the Liaison between AQAD rulewriters and management/Washington Ops for all requests/comments/questions related to rules and provide suggestions/alternatives to promote effective communication/processes within the rulemaking program. I assist with all duties related to Poeple Plus, and provide training to AQAD staff. I provide feedback to AQAD management and OAQPS on how to improve employee participation/response in PP+ to meet timekeeping requirements and avoid mass approvals/default payments. I am the AQAD Lead for CMS and assist the OAQPS Lead by researching and redirecting controls inadvertently assigned to OAQPS. I created a system to improve the efficiency of responding/redirecting controls that enables me to track AQAD's incoming/outgoing correspondence and coordinate responses within AQAD. I'm proficient with creating/responding to controls using CMS, and created a 1-page guide used by most of OAQPS to create/respond to controlled correspondence. I interact with other EPA offices, seeking their input in responding to or redirecting assigned controls. I review/edit responses; create new CMS controls; assist staff with CMS issues; troubleshoot CMS within AQAD; and handle requests related to CMS. As Assistant to the Associate Director, I review/maintain the Associate Director's email/calendar and notify the AD of urgent updates/requests. As appropriate, I respond to requests in the AD's absence. I update management on current issues, notify them of upcoming issues, and provide input to resolve those issues. I participate in management meetings and provide updates and/or request action for issues/questions/comments received from OAQPS and other EPA Offices. As Lead for the AQAD travel budget, I routinely interact with AQAD's Group Leaders and staff and maintain the budget spreadsheet. I verify AQAD's travel budget against CORE's travel status report and forward updates to AQAD's management team. I project/raise issues related to the budget/upcoming travel projections, assist the AD to determine possible budget needs, and provide input to the AD/Group Leaders on how to meet those needs. I use this spreadsheet along with the past years' spreadsheets to create a trends analysis to assist in determining each future year's requests for travel dollars. I am proficient in Records Management and have advised/trained other staff on using the RM system.

Contact Supervisor: Yes

Supervisor's Name: William Lamason

US EPA

Research Triangle Park, NC

US

4/2010 - 6/2010

Grade Level: GS-9

Hours per week: 40

Secretary, 0318

Served on a detail as an administrative specialist to the Atmospheric Modeling and Analysis Division

(AMAD) front office in ORD/NERL. Duties: manage Division Director's and Associate Director's calendars and email, providing responses and rescheduling appointments as needed; liaison between immediate office and branch offices/other division offices/lab offices; research and provide timely responses (written and oral) to urgent matters; team lead for branch secretaries and SEE employees; lead for coordinating work through ORD Travel Team to process international travel authorizations/vouchers for AMAD employees; request and secure passports for AMAD employees; maintain/process correspondence using Correspondence Management System (CMS); AMAD team lead for CMS; assist with personnel matters as needed, ensuring confidentiality/maintaining files; coordinate administrative activities within the division including training, office coverage/backup support, and providing direction to other administrative staff; propose/initiate changes to standard operating procedures that will ensure quality/integrity of the work of the division; provide guidance to Division Director/Associate Director and division staff explaining changes in standard operating procedures; create/maintain data spreadsheets, correspondence; investigate/resolve administrative issues within the division; and, collaborating with other staff in other program offices to improve administrative programs. I assisted in coordinating international travel to Italy for 11 employees and helped facilitate the AMAD retreat.

Contact Supervisor: Yes

Supervisor's Name: ST Rao

Supervisor's Phone: 919-541-4542

U.S. EPA

Research Triangle Park, North Carolina

US

3/2008 - 5/2008

Grade Level: 0318/9

Salary: 52,000 USD Per Year

Hours per week: 40

Acting Division Secretary, GS

Manage Division Director's calendar and email; liaison between DD and upper management and Division staff; prepare travel authorizations/vouchers for DD; draft responses to incoming correspondence on behalf of the DD; also continues to perform GS-8 secretary duties as the Associate Division Director's secretary

Contact Supervisor: Yes

Supervisor's Name: Richard Wayland

U.S. EPA

Research Triangle Park

US

2/2001 - 4/2005

Grade Level: 318/7

Hours per week: 40

Secretary, GS

Duties include: establishing/maintaining filing system, answering phone, maintaining supervisor's/group's calendars, scheduling/attending meetings/conference calls/public hearings, processing/maintaining time and attendance records and domestic/international travel for group, reviewing/editing outgoing correspondence, preparing correspondence and controlled correspondence for signature, providing coverage for Division Secretary and other secretarial staff as needed, implementing/maintaining budget spreadsheets, SEE Monitor, ordering supplies, reviewing/editing/finalizing regulatory packages.

Contact Supervisor: Yes

Supervisor's Name: Bob Wayland

US EPA

Research Triangle Park

US

4/2004 - 11/2004

Grade Level: 318/8

Hours per week: 20

Staff Assistant, GS

Staff Assistant to Deputy Director, OAQPS (detail) for the Air Quality Management Workgroup.

Duties include: scheduling/attending team meetings and conference calls, maintaining member lists, providing logistical information to team, coordination with EPA/non-EPA members, maintaining materials notebook, arranging conference meetings in various cities, invitational travel for non-EPA members, etc.

Contact Supervisor: Yes

Supervisor's Name: Greg Green

Swiftly Serve

Durham

US

10/2000 - 2/2001

Hours per week: 40

Administrative Assistant

. Duties include: establishing/maintaining filing system, correspondence, maintaining supervisor's calendar (+ 3 managers), scheduling meetings, conference calls, interviews using Outlook, creating

spreadsheets and Gantt charts/timelines, review/distribute incoming mail, greet visitors, some data entry.

South Square Chiropractic

Durham

US

7/2000 - 10/2000

Hours per week: 20

Office Manager

greeting patients, assisting physician, setting/confirming appointments, filing insurance, processing payments, data entry, filing.

Veterans Affairs Medical Center

Durham, North Carolina

US

3/1999 - 12/1999

Grade Level: 343/7

Hours per week: 40

Program Analyst, GS

As Program Analyst in the Medical Center's Cost Recovery program, I processed and maintained Medical Center billing and payment reports and provided updates to the Medical Center Director. I was Team Lead to six other employees. I assisted the team with answering calls regarding patient billing and payments, adjusting patient accounts, processing waivers, handling estates and insurance company replies, handling patient complaints, providing coverage for Department Chief as needed, and other duties as requested. Performed duties as Acting Chief for month of October 1999.

Veterans Affairs Medical Center

Durham, North Carolina

US

10/1995 - 3/1999

Grade Level: 318/7

Hours per week: 40

Program Assistant, GS

As an Administrative Assistant within Nursing Service, I was responsible for answering phones, ordering and maintaining equipment/office supplies, administering medication tests to applicants, assisting Nurse Recruiter, filing, composing routine correspondence, timekeeping, maintaining supervisor's calendar, providing coverage for secretaries as needed, and other duties as requested. (IMAGES training facilitator for 2 years; see performance review by Gwen Waddell-Schultz dated 4/29/96 in OPF.)

Contact Supervisor: Yes

Supervisor's Name: Gwen Waddell-Schultz

Dept. of Commerce/NOAA

Research Triangle Park

US

2/1993 - 10/1995

Grade Level: 318/5

Hours per week: 40

Secretary, GS

receiving calls, greeting visitors, handling routine matters, composing routine correspondence, receiving/reviewing/distributing incoming mail, maintaining supervisor's calendar, preparing travel, reviewing outgoing correspondence for accuracy, maintaining time and attendance records, filing.

Contact Supervisor: Yes

Supervisor's Name: Jason Ching

EDUCATION

Northern Durham

Durham, NC

US

High School or equivalent

JOB RELATED TRAINING

1999: Effective Management and EEO

2002: Management Skills for Administrative
Professionals

2003: Effective Collaboration
Emotional Intelligence
MS Project 2000

Introduction to Air Pollution Control
MS Power Point 2000 (Level 1 & 2)

2004: Administrative Officers Seminar
Administrative Assistants Conference
Business Writing & Grammar Skills

2005: Managing Multiple Projects, Objectives &
Deadlines

2006: Leadership Skills for Non-Supervisors

2007: OPM Class - Team Building & Team Leadership
Meeting Facilitation Skills

2008: Purchase Card Training; Records/ECMS Training

LANGUAGES

English

Spoken: Advanced

Written: Advanced

Read: Advanced

REFERENCES

Carolyn Blake

Epa

Reference Type: Professional

Teri Porterfield

EPA

Reference Type: Professional

Mollie Tompkins

Durham Regional Hospital

Reference Type: Personal

ADDITIONAL INFORMATION

Special Accomplishment (2010)

Time-Off Award (2010)

Special Accomplishment (2009)

Time-Off Award (2009)

Performance Award (2008)

Time-Off Award (2008)
Performance Award (2007)
Performance Award (2006)
Time-Off Award (2006)
Time-Off Award (2005)
Special Accomplishment (2004)
Quality Step Increase (2004)
Secretary of the Year Nominee (2004)
Superior Accomplishment (2003)
Secretary of the Year Nominee (2003)
Superior Accomplishment (2002)
Time-Off Award (2002)
Secretary of the Year Nominee (2002)
Superior Accomplishment (2001)
Special Contribution (1999)
Special Contribution (1999)
Certificate of Appreciation (1998) for Outstanding Effort in Enhancing Customer Service Awareness
Special Contribution (1998) for Unique Contribution to the Mission of the Department
Customer Service Award (1998) for Meritorious Effort During a Difficult Situation
Special Contribution (1997)
Letter of Appreciation (1997)
Superior Performance (1997) for Exceeding Performance Requirements
Special Contribution (1997) for Unique Contribution to the Mission of the Department
Certificate of Appreciation (1997)
Certificate of Appreciation (1996) for Efforts as IMAGES Facilitator
Special Contribution (1996)
Performance Award (1995)

Skills:

Proficient in Word, WordPerfect, Excel, Lotus 1-2-3, Outlook, Outlook Express, Lotus Notes, PowerPoint, Freelance Graphics, Xerox machines, fax machines, electronic scanner, calculator, Correspondence Management System, Travel Manager.

JANET A. ECK,

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PROFESSIONAL EXPERIENCE

**4/06-present, U.S. EPA/OAQPS/SPPD/CCG, Research Triangle Park, NC 27711,
Title: Secretary, Salary: \$51,969, Hours/Week: 40**

Duties: Manage all administrative services in a fast-paced and high-pressure environment to support the Coatings and Chemicals Group, consisting of 14 Environmental Engineers and Group Leader.

- Review, assemble, and coordinate regulatory packages for Federal Register publication, and review and complete other documents of a technical nature, screening for conformance to Agency standards and typographic accuracy using Microsoft Word software.
- Track and complete Congressional and other high level correspondence utilizing the EPA Correspondence Management System.
- Coordinate incorporation by reference documents for Group regulatory packages with other offices within the Agency, and also with the Office of the Federal Register.
- Provide guidance and support to engineers in the administrative maintenance of their projects, as needed, and occasional contractor interface on project details.
- Organize and track administrative and travel budgets utilizing Microsoft Excell spreadsheets to monitor expenditures/balance projected needs.
- Provide administrative support activities, to include all necessary travel arrangements, utilizing GovTrip software for travel scheduling, and completion of travel authorizations and travel vouchers.
- Maintain suspense control and follow-up procedures, attendance and leave records, and meeting and conference scheduling with Lotus Notes software.
- Maintain Group Leader's calendar, screening for scheduling conflicts or problems.
- Responsible for coordination of Group Leader meetings and e-mail traffic, to ensure all Group functions and priorities are addressed during periods when Group Leader is absent.
- Responsible for the procurement of supplies, bank card purchases, and equipment maintenance services.
- Custodian for Group property account.
- Maintain records management files in support of the administrative and regulatory functions of this office.
- Provide administrative and regulatory support to other Groups within the Sector Policies and Programs Division, as needed.
- Additional duties: Monitor and direct SEE employee duties, and responsible for the maintenance and supply of copier room.

Accomplishments:

- Paul G. Keough Award for Administrative Excellence, 6/10
- 2010 Outstanding Administrative Leadership Award, 4/10
- Assisted in the management of a large and contentious public hearing for the Portland Cement rulemaking in Dallas, Texas, 6/09
- Team Award (Director's Award for Leadership and Collaboration):
 - Risk and Technology Review, 8/07

**2/06-4/06, U.S. EPA/OAQPS/SPPD/MMG, Research Triangle Park, NC 27711,
Title: Secretary, Salary: \$45,684.00, Hours/Week: 40**

Duties: During Division reorganization, reassigned to the Metals and Minerals Group in support of 11 Environmental Engineers and Group Leader.

- Duties similar to those described for U.S. EPA secretarial positions above and below.

**4/95-2/06, U.S. EPA/OAQPS/ESD/CCPG, Research Triangle Park, NC 27711,
Title: Secretary, Salary: \$45,684.00, Hours/Week: 40**

Duties: Manage all administrative support services for the Coatings and Consumer Products Group in support of 12 Environmental Engineers and Group Leader.

- Review, assemble, and coordinate regulatory packages for Federal Register publication, and review and complete other documents of a technical nature, screening for procedural conformance to Agency standards and typographic accuracy using Microsoft Word software. Track and complete Congressional and other high level correspondence utilizing the EPA Correspondence Management System.
- Coordinate incorporation by reference documents for Group regulatory packages with other offices within the Agency, and also with the Office of the Federal Register.
- Provide guidance and support to engineers in the administrative maintenance of their projects, as needed, and occasional contractor interface on project details.
- Organize and track administrative and travel budgets utilizing Microsoft Excell spreadsheets to monitor expenditures/balance projected needs.
- Provide administrative support activities, to include all necessary travel arrangements, utilizing GovTrip software for travel scheduling, and completion of travel authorizations and travel vouchers.
- Maintain suspense control and follow-up procedures, attendance and leave records, and meeting and conference scheduling with Lotus Notes software.
- Maintain Group Leader's calendar, screening for scheduling conflicts or problems.
- Responsible for the procurement of supplies, bank card purchases, and equipment maintenance services.
- Custodian for Group property account.
- Maintain records management files in support of the administrative and regulatory functions of this office.
- Since May 05, duplicated these efforts when I assumed administrative responsibility for a second group (Minerals and Inorganic Chemicals Group), as well as SEE employee monitor for that Group.

- Additional duty: Monitor and supply the copier room.

Accomplishments:

- Paul G. Keough Award for Administrative Excellence, 4/04.
- Secretary of the Year Award, 4/02.
- Quality Step Increase, 7/00, 1/02, and 3/03.
- Promotion/GS 5 to GS 6, 5/96, and GS 6 to GS 7, 5/97
- Bronze Medal for Commendable Service:
 - MACT Standards for Surface Coating of Automobiles and Light-Duty Trucks, 5/05.
 - Metal Coil Surface Coating NESHAP Team, 7/03.
 - Section 183(e) Team, 5/99.

**9/93-12/94 U.S. Air Force/Civilian Personnel Office, Ramstein AB, Germany,
Title: Personnel Clerk, Salary: \$20,173.00, Hours/Week: 40**

Duties: Provided clerical and administrative support to employees geographically separated throughout Europe and the Middle East.

- Conducted in processing of new employees and established and maintained employee Official Personnel Folders.
- Coded personnel action data into the Personnel Data System for the full range of personnel actions.
- Quality reviewed information/records to ensure employees received proper consideration/benefits to which entitled.

**11/91-9/93 U.S. Air Force/HQ Personnel Management Division, Ramstein AB, Germany,
Title: Secretary, Salary: \$18,951.00, Hours/Week: 40**

Duties: Performed administrative duties in support of the Chief, U.S. Personnel Management Division and 3 technical support specialists.

- Preparation in draft or final form of documentation and forms to subordinate units throughout Europe as well as higher headquarters utilizing Enable 2.5 word processing software.
- Created slide shows for high level briefings using Harvard Graphics software.
- Reviewed correspondence, maintained 4 separate file plans, and responsible for the compilation of course material used in various personnel training classes from draft through reproduction and final book form.

**9/90-11/91 U.S. Air Force/HQ International Negotiations Division, Ramstein AB,
Germany, Title: Clerk Typist, Salary: \$15,677.00, Hours/Week: 40**

Duties: Performed administrative duties in support of the Chief, International Negotiations Division and a technical staff of 5 Action Officers (AO).

- Correspondence review and distribution, files maintenance, preparation in draft and final form of documentation for delivery to the Pentagon as well as various European Defense Ministries and Embassies utilizing WordStar 5.5 software.

- Required a Secret security clearance due to the highly sensitive nature of most of the correspondence.
- Typed temporary duty (TDY) orders and scheduled travel reservations for numerous AO TDY commitments.
- Maintained strict suspense system and follow up procedures in a high pressure environment.

ADDITIONAL ADMINISTRATIVE POSITIONS HELD

8/90-9/90, U.S. Air Force/HQ European Communications Command, Kapaun Air Station, Germany, Title: Clerk Typist (Temp), Salary: \$14,573.00, Hours/Week: 40.

10/84-4/86, U.S. Air Force/Information Systems Group Operations Division, Aviano Air Base, Italy, Title: Secretary, Salary: \$12,862.00, Hours/Week: 40.

12/83-9/84, U.S. Air Force/Information Systems Group Plans & Programs Division, Aviano Air Base, Italy, Title: Clerk Typist (Temp), Salary: \$11,070, Hours/Week: 40.

9/82-4/83, U.S. Air Force/Construction Project Management Office, Incirlik Air Base, Turkey, Title: Clerk Typist, Salary: \$10,645, Hours/Week: 40.

10/81-12/81, U.S. Air Force/Base Legal Office, Incirlik Air Base, Turkey, Title: Clerk Typist (Temp), Salary: \$10,235, Hours/Week: 40.

5/81-10/81, U.S. Air Force/Area Defense Counsel, Incirlik Air Base, Turkey, Title: Clerk Typist (Temp) Salary: \$10,235, Hours/Week: 40.

OTHER QUALIFICATIONS/ACHIEVEMENTS

- 15 Years of administrative experience in the U.S. Environmental Protection Agency: 4/95-present.
- Special Accomplishment Recognition Award: 7/01, 7/02, 7/04, 8/05, 12/05, 8/06, and 8/07, 6/08, 7/09, and 7/10.
- Time Off Award: 1/02, 10/02, 2/03, and 7/03.
- On-The-Spot Award: 1/01 and 11/07.
- Performance Award: 10/96, 11/97, and 7/98.
- Special Act or Service Award: 9/95, 2/97, 9/98, 4/99, and 7/99.
- 9 Years of experience in administrative procedures while working for the Federal Government with the United States Air Forces in Europe: 5/81-4/86 and 8/90-12/94.
- Outstanding Service Performance Award: 9/91, 9/92, 9/93, and 9/94.
- 4 Years of administrative experience while on active duty with the United States Air Force: 10/76-10/79.

EDUCATION

University of the State of New York
Albany, NY

Associates Degree in Liberal Arts, 1989

Keesler Air Force Base
Biloxi, Mississippi

Administrative Specialist Course, 1977

PROFESSIONAL REFERENCES

Dianne M. Byrne

Elaine Manning
U.S. EPA
OAQPS/HEID/ATAG (C539-02)
Raleigh, NC

Bruce Moore
U.S. EPA
OAQPS/SPPD/CCG (E143-03)

Deborah B. Effle

Highest Grade Level: GS0318-7

SUMMARY

Successful administrative professional with good track record of getting tasks accomplished on time, and accurately for a large staff of 27. I have excellent writing and editing skills. I have demonstrated knowledge of various secretarial tasks such as procurement, personnel paperwork (PARS), domestic and international travel, tracking systems, calendar management in Lotus Notes, resolving administrative issues for the staff, and generally facilitating the work of the organization through coordination and control of those administrative processes. Serve as resident expert for the staff on issues regarding People Plus, Govtrip, Webforms, and train staff on new policy or software as needed. Extensive knowledge of the agency's administrative practices and procedures, I am often asked by other administrative staff for clarification of issues and policies regarding the routine procedures used in OAQPS. I have gained knowledge of OAQPS organizational theory and programmatic programs through the various positions I have held in the organization. I continue to work to improve my knowledge of the organizational programs, such as my recent study of a *Business and Economics* training program which included 36 college lectures on economic theory and processes. I assist the manager with budget issues as requested and have taken college accounting classes which prepared me for budget work and analysis of data using software to visually present information. I recently conducted research on the open time period of jobs on USAJOBS, preparing a final report for my supervisor. I wrote manual using desktop publishing software on *Preparing a Travel Authorization in GovTrip*, which has been approved to be placed on the CORE web page for all of the staff to use in OAQPS. I am currently teaching a class called Introduction to Quilting, which required me to prepare teaching materials and props to be used to demonstrate the various quilting techniques and processes. Since the class was well received, the sponsors have asked me to repeat the class for another session.

Office Coordination: Track documents to ensure proper recording of incoming and outgoing documents in the CMS program. Advise supervisor and provide reminders so that all deadlines are met. Stay abreast of current changes and issues in software programs such as Govtrip and People Plus and inform the staff in concise terminology so they are updated. Draft simple memos and letters for the supervisor's review, regarding office operations to resolve administrative issues and save him time where possible. Review generated documents which come through the supervisor for signature, ensuring proper grammar and assisting staff as needed ensuring that the document is written to the EPA correspondence standards. Communicate well both orally and in writing to a variety of audiences, both inside and outside the agency.

Office Automation: Maintain knowledge of current automation software used in the office in order to maintain a high level of expertise to perform my job well and assist the technical staff with issues they may encounter. Maintain printers and copiers by monitoring their use and reporting problems to CTS for action.

Office Services: Maintain provisions and various support services to the office to ensure a smooth operating office. Greet visitors, maintain office supplies, prepare travel documents, arrange travel reservations, maintain official files, supervise the SEE staff regarding simple administrative processes, and perform all of the above duties in a timely manner.

Financial Management: Purchase items when PR is approved and funded, manage bankcard program, maintain knowledge of procurement regulations, advise staff regarding financial matters in the office environment, and occasionally support staff that are outside the ABCG/CIMG environment as needed.

Analysis and Problem Solving: Use analytic skills to support the group by resolving issues and find a workable solution to problems. Consult supervisor, explaining the situation and my suggested solution, as needed before taking action. Consult with staff on problems, when asked, and often research technical regulations before giving them advice on proper handling of the issue. Often analyze the organization and operational problems and make suggestions to supervisor of how we could improve our office operation. I have worked on teams to develop workshops both inside and outside the EPA campus location.

Training of the Technical Staff: When asked by the supervisor, develop training programs for the staff to assist them in learning new processes (examples: People Plus, Webforms & Govtrip). Track training of the staff for supervisor.

Team Building Activities: Establish regular team building activities such as group lunches at local restaurants, training activities for the group, and scheduling weekly staff meetings. Communicate with the staff when approached and listen to their concerns and if they wish, relay their concerns to the supervisor. Act as a confidant for the manager and give him feedback on various staff issues to assist him in managing the staff and develop a good team work environment for the group. Develop effective working relationships with the SEE staff of the office, managers, and staff to foster the team environmental.

Creativity and Writing Skills: I just completed a project where I developed a manual to help the staff navigate through GovTrip called "*Preparing a Travel Authorization in GovTrip*." I used a desktop publishing software program to develop the manual which resulted in an exceptional polished document which my supervisor described as "a dynamic document."

Above and Beyond: Developed GovTrip manual for staff in OAQPS. Researched information and prepared a report for supervisor and ADD for the length of jobs open on USAJOBS web page. I researched travel regulations for the ADD for questions about particular travel requests from the staff to inform her of her options. I took a training class on Business and Economics to increase my knowledge of the work done in ABCG to understand their work better.

WORK EXPERIENCE

Secretary (Office Automation), GS-318 7-8
U.S. Environmental Protection Agency
Air Benefits and Cost Group (C439-02)
109 TW Alexander Drive, RTP, NC 27711

2/5/06 - Present
Hours/week: 40
Salary: \$49,303.00/Year
Supervisor: Ron Evans

I facilitate the work of the office through coordination and control of administrative processes, maintaining tracking and control systems, reviewing incoming and outgoing documents, informing supervisor of deadlines, maintaining his calendar, informing staff of policy changes, managing Gov-trip and Web-forms, and other administrative processes of the office. I serve as the personal assistant to the supervisor and determine administrative priorities and determine the appropriate process to follow to solve issues for the staff. I serve as the office manager and oversee all administrative procedures, managing the workload for myself and 2 SEE employees in both groups. I facilitate work of the organization and coordinate the administrative processes of the office. I inform the staff of system changes and give advice on new techniques to help staff learn new policy changes. I provide office services and facilitate work of the organization through provision of support services to the organization. I review outgoing documents for proper clearances, format, grammar, spelling, punctuation, and ensure that they are error free. I continue to maintain knowledge and proficiency of standard office automation software used in the office. I assist staff in proofing documents to ensure that they are formatted correctly and that documents conform to the standards of the agency. I investigate routine operational problems and coordinate with appropriate computer personnel to resolve as necessary to ensure that systems are up and running as soon as possible. I keep the staff informed of system changes and revise instructions to communicate those changes in clear and concise language.

Secretary (Office Automation), GS-318 7-6
U.S. Environmental Protection Agency
Air Quality Trends Group (C304-02)
109 TW Alexander Drive, RTP, NC 27711

2/11/99 – 2/5/06
Hours/week: 40
Salary: \$39,842.00/Year
Supervisor: Fred Dimmick
1

I performed all of the administrative duties for the office and supervised one SEE employee during my time in the Trends office. Some of the duties included maintaining and tracking and control systems, reviewing incoming and outgoing documents, informing supervisor of deadlines, maintaining his calendar, informing the staff of policy changes, managing GovTrip and Webforms, and other administrative processes of the office. I facilitated work of the organization and coordinated the administrative processes of the office. I informed the staff of system changes and gave advice on new techniques, assisting staff in learning new programs as needed. Provided office services and facilitated work of the organization through provision of support services to the organization. I reviewed outgoing documents for proper clearances, format, grammar, spelling, punctuation, and ensured that they were error free. I continued to maintain knowledge and proficiency of standard office automation software used in the office. I assisted the staff with proof reading of documents to ensure that they were formatted correctly and that documents conformed to the standards of the agency. I investigated routine operational problems and coordinated with appropriate computer personnel to resolve problems as necessary to ensure that systems were up and running as soon as possible. I kept the staff informed of system changes and revised instructions to communicate those changes in clear and concise language. I managed a bank card, making purchases, and keeping accurate records and maintaining the bank card log. I prepared a report for the review of the supervisor who oversaw my account. I prepared travel documents for domestic and international travel. I took several training classes to learn how to use desktop publishing applications, used to create polished documents.

Secretary (Office Automation), GS-318 6-5
U.S. Environmental Protection Agency
Air Monitoring Group
109 TW Alexander Drive, RTP, NC 27711

7/20/97 – 2/13/99
Hours/week: 40
Salary: \$25,844.00/Year
Supervisor: Rich Scheffe

I served as the secretary for this group and prepared travel and procurement paperwork for the staff. I prepared the time cards for the staff and filed them as required. I reviewed memos and letters to ensure that proper grammar and spelling were used and that the document was perfect before giving to the supervisor for signature. I ordered technical materials and various materials needed by the office personnel. I prepared domestic and international travel documents for the staff. I established a filing system for the office using the EPA files management directives to ensure proper set up of the files.

Secretary (Office Automation), GS-318 5-2
Federal Aviation Administration
Southern Region, Airway Facilities Division
Technical Support Office
Raleigh-Durham Airport, NC

4/7/91 – 7/20/97
Hours/week: 40
Start Salary: \$17,539.00/Year
Supervisor: Bob Johnson

I worked as a secretary for the technical support group at the Raleigh-Durham Airport. I prepared PRs, travel documents, personnel paperwork, and typed technical reports, ensuring accuracy and proper grammar. I served on a detail as the Logistics Support person when the employee who held that position was out on extended sick leave. I managed an imprest fund for the office which held a running balance of \$1,000.00 per month. I replenished the funds by sending in a report while at the same time requesting funds to replenish the depleted funds. I was the only secretary in the office who was assigned the responsibility of filing airplane accident reports since it was vital that the paperwork be filed in the correct place. Also, I had responsibility to file the airport maintenance directives paperwork for the RDU technical support office.

Clerk Typist GS-322 2-1
National Oceanic & Atmospheric Administration
Finance Division, Field Operations Branch
Rockville, MD
Raleigh-Durham Airport, NC

10/18/70 – 1/20/75
Hours/week: 40
Start Salary: 8,783.00
Supervisor: Helen Machin

I worked for the division director as the head secretary and was responsible for reviewing all paperwork for accuracy. I maintained the supervisor's calendar and scheduled appointments, making decisions as to the most important and prioritizing the appointments as needed. I performed all routine administrative paperwork such as preparing time cards and travel documents for the supervisor and his subordinates.

Clerk Typist
Montgomery County Government
Electrical Permits Branch
Rockville, MD

9/5/69 – 10/18/70
Hours/week: 40
Salary: \$4,303.00/Year

This was my first job after graduating from high school. I typed electrical and building permits. I answered the telephone and took messages. I left this job for a job with the federal government.

EDUCATION:

College: Durham Technical Community College, Durham, NC (Official Transcripts upon request)
Major Field of study: English/Business
Type and year of degree received: Associates in Arts degree (May 10, 2005)
GPA: 2.988

College Courses: Expository Writing, Literature Based Research, Major British Writers, Golf, Elementary German I & II, Statistics, Introduction to Computers, Environmental Policy (Duke U), Introduction to Program & Logic, General Biology, Survey of Mathematics & Lab, American History I, Music Appreciation, Social Problems, Principals of Accounting I, General Anthropology, Public Speaking, Small Business Management, Mathematics I & II, Introduction to Sociology, Labor Relations, Introduction to Philosophy, Real Estate Finance, Real Estate Law, Real Estate Brokerage, Web page design certificate, Fundamentals of Real Estate Management.

High School: Richard Montgomery High School, Rockville, MD
Type and year of degree received: Academic High School Diploma/1969

OTHER QUALIFICATIONS:**Job-related training courses:**

Administrative Assistants Training Conference
Event Planning Made Easy
Business Writing & Grammar Skills
CMS
EMS
Files Management
Dreamweaver Level 1 @NC State Computer Training, Aug. 17, 2010
Word 2007, NCS Level 2 & 3

Job-related skills (e.g., other languages, computer software, tools, machinery, typing speed, etc.):

Novice speaker of German – reading, writing, speaking

Software Proficient: MSWord, Access, Excel (2007), PageMaker, MS Publisher, Lotus Notes, Webforms, PowerPoint, Govtrip, People Plus, Adobe Paint, Notepad, Paint.

Job-related honors, awards, special accomplishments:

Yearly evaluation awards at EPA - On-the-Spot, Group Awards, Time-off Awards.

Publications:

U.S. Patent in 2005 - Portable Designer Windscreen
North Carolina Mountains - poster, 2009
Poster for the Future Scenarios in Air Quality Workshop, Nov., 2010
GovTrip manual - *"Preparing a Travel Authorization in GovTrip," 2010*
How to Prepare a Procurement Request in Webforms - developed to help the SEE staff navigate through the system

References:

Lillian Bradley 919 541-5694
Neal Fann 919 541-0209
Myrtle Pollard 919 541-3990
Linda Ferrell 919 541-5651

Voluntary and Extra Effort Activities:

- Ridgecrest Baptist Church, Durham, NC – sew costumes for Christmas Pageant, 1-2 days at Bible School each year.
- Linus Project Volunteer – make baby quilts that get donated to sick children through the Linus Project Program
- St Jude's Volunteer – make a specially designed children's blanket to donate to the fund raiser each year to raise money for the hospital.
- Developed the brochure for the Administrative Professional luncheon using desktop publishing software - ACE committee
- Volunteered to create the scrapbook for Doug Grano's Retirement Reception
- Taught class at I developed called "Introduction to Quilting," Oct/Nov, 2010

More references and a more detailed list of special projects and writing samples can be provided if requested.

Linda Kay Ferrell

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-0318-07, 10/1993-Present

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Work Schedule:

Full Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

Lewis Weinstock

Research Triangle Park, NC

US

1/1999 - Present

Salary: \$51969.00 USD Per Year

Hours per week: 40

Leader, Ambient Air Monitoring Group

- Manages 2 Group Leaders' calendar, scheduling or rescheduling meetings to accommodate their schedule with upper management and other staff. All work is for 2 Groups.
- Performs administrative duties to meet the administrative and technical needs of the Group Leaders and staff, which includes composing and finalizing letters/memos; finalizing Federal Register notices, which includes editing for grammar, format, and content to ensure that the appropriate templates are used. Developed form for staff to request travel. Developed form for staff that includes mail code, address, fax number, inclement weather hotline, computer help, building repairs, etc.
- Purchase card holder for 2 Groups with a card limit of \$20,000. Types purchase orders (using Web forms), orders supplies/equipment keeping abreast of purchasing "green" supplies. Keeping all

documentation for future audits.

- Manages the controlled correspondence log, which includes date received, assigns the control to the individual who is responsible for that subject, and due date. Ensures that all correspondence is completed by the due date and forwards the final package to our Immediate Office to be incorporated into the Correspondence Management System.
- Established and maintains office files to ensure rapid and efficient retrieval of contents.
- Performs time keeping duties for 2 Groups and ensures that all personnel have entered their time into the People Plus system. Instruct new employees on how to use this system. Send out email each pay period to remind people to complete their People Plus on time.
- Assists Group Leader in maintaining the budget ensuring all items have been entered into the BIDS/PTT system and ensure that the balance remaining is correct. Also work with the Group Leaders on their travel budget, ensuring enough money is available for trips. This information is kept on an Excel spreadsheet.
- Organizes travel arrangements for Group Leaders and staff, i.e., preparing travel authorizations, hotel arrangements, airline reservations, local transportation, and completing travel vouchers which trip is completed using the GovTrip system.
- Custodial Officer for the Group ensuring all equipment is identified and located. When equipment is no longer needed, it is excessed and is recorded in my log.
- Organizes local workshops, which includes reserving conference space, requesting visual equipment, room set up, all handouts are copied, name tags, supplies, and informing securing of the attendees.
- AQAD's CFC Key Worker for 2010 sending out emails explaining what CFC is, encouraging people of the importance of contributing, keeping them informed on how well the Division is doing, notifying Division about all the activities that are taking place, collecting the money, and turning it in to the OAQPS CFC Key Worker.
- Prepare PowerPoint presentations for Group Leaders and staff.
- Xeroxes, faxes, and scans documents for the Group.
- Division holiday lunch team lead.

Contact Supervisor: Yes

Supervisor's Name: Lewis Weinstock

Supervisor's Phone: 919-541-3661

EDUCATION

Southern Wayne High School

Dudley, North Carolina

US

High School or equivalent, 6/1970

Relevant Coursework, Licensures and Certifications:

Certified Professional Secretary - 1990

REFERENCES

Mike Papp
U.S. EPA
Physical Scientist

Reference Type: Professional

David Mintz
U.S. EPA
Statistician

Reference Type: Professional

Dave Shelow
U.S. EPA
Physical Scientist

Reference Type: Professional

ADDITIONAL INFORMATION

Computer Skills: MS WORD, MS Excel, MS PowerPoint, WordPerfect, Lotus 1-2-3, People Plus system, GovTrip system, Web Forms, Calendar (scheduling/rescheduling meetings, reserving conference rooms/resources), UPS labeling system, BIDS/PTT, EAS, CMS

AWARDS

- Special Act – 1988, 1989, 1990, 1991, 1992, 1995, 1995, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2003, 2006, 2007, 2008, 2009, 2010
- On-the-Spot – 1990, 1996, 1996, 1997, 2004, 2005, 2005, 2009
- Time-Off – 2002, 2006, 2007, 2008, 2009, 2010
- Bronze Medal – 1992
- Gold Medal – 2004
- Sustained Superior Performance – 1986, 1987, 1988, 1989, 1990, 1991, 1992, 1993, 1994, 1997, 1998, 2004
- QSI – 1996

- 2009 – EPA Purchase Card Peak Performer

Certified Professional Secretary - 1990

Patricia B Finch

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-0318-8, 12/1994-04/1995

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Work Schedule:

Full Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

US EPA

RTP, NC

US

2/2006 - Present

Grade Level: GS 7

Salary: 51,969 USD Per Year

Hours per week: 40

Secretary, Innovative Programs and Outreach Group, OID, 318

As Personal Assistant for the Manager of Innovative Programs and Outreach Group (IPOG), I manage her calendar, schedule all meetings, and make decisions regarding schedule adjustments based on program priorities. I coordinate with other managers within and outside EPA in making schedule adjustments, accepting or declining requests and delegating meetings to staff when manager is unavailable. I work closely with my manager to determine priorities daily. I am her contact point if anyone requests a meeting. I make all meeting arrangements – reserve room, prepare materials, invite staff through scheduling software sending date, time, place, and any

materials needed beforehand for meeting. If attendees are outside EPA, I ensure they have directions, meet them to authorize their entry, and escort them to the meeting. At manager's request, I take notes of meetings and distribute minutes. I attend meetings with senior managers and take notes for her. I manage all travel: book hotels, flights, print maps of travel area (airport to hotel, meetings, etc.) based on her preferences, and prepare portfolio with all documents. I oversee IPOG's PeoplePlus, check for accuracy, and report to manager so she can approve with confidence. I am the liaison between her and staff. I advise her on important office issues and keep her abreast of commitments, activities, deadlines, and important dates. I return emails, phone calls, and correspondence for her. As her personal assistant, she depends on me to manage the office and utilize whatever systems and resources are available to accomplish our goals. As such, I manage our budget and provide fiscal expertise in researching, reviewing, tracking, and reporting on travel, training, supply management, office equipment, and purchase card use (I am the office card holder). I make recommendations and advise her on office purchases and expenditures, preparing required analyses and reports monthly.

As IPOG's Office Manager, I oversee all operations of the office, and provide administrative and technical direction to staff, including training in the use of new travel (GovTrip) and time keeping (PeoplePlus) software. I arrange all meetings, travel, and training, taking care of all details mentioned above. I am the travel management liaison between my manager and IPOG staff, as well as them and Cincinnati Finance Center (CFC) when issues arise that our financial staff cannot resolve. I received many requests from CFC on the Deepwater Horizon BP Oil Spill. My manager and two staff members staffed the Emergency Operations Center in Washington, DC. Because of the unique nature of these assignments and determining reimbursement from BP, multiple requests came to me for travel expenditures and receipts. I responded directly to CFC staff. I am the contact point for all incoming and outgoing correspondence. I manage and track controlled correspondence with online Correspondence Management System.

Contact Supervisor: Yes

Supervisor's Name: Debbie Stackhouse

Supervisor's Phone: 919-541-5354

US EPA

Research Triangle Park, North Carolina

US

2/2006 - Present

Grade Level: GS 7

Salary: 51,696 USD Per Year

Hours per week: 40

Secretary, Innovative Programs and Outreach Group, 318

Continued from 2/06-Present.

I respond to routine correspondence including Freedom of Information Act and Congressional requests. I determine which staff member(s) should respond to correspondence and remind them of due dates. All outgoing correspondence must be concurred on and approved by me for grammatical accuracy, being procedurally correct, and aligned with all Federal guidelines. As my manager's liaison, I solicit staff ideas on office issues; I recommend resolutions to my manager. A recent example is staff expressing anxiety over heavy workload and many deadlines, leading to confusion and missed due dates. After meeting with staff and my manager, I concluded that we needed a project board, I purchased one, and staff now have a visual reminder of projects and due dates. Managing multiple priorities are a routine part of my day. I often have conflicting priorities and "emergency" assignments that arise. I am responsible for resolving issues and keeping everyone satisfied, inside or outside my office or EPA. If I'm rushing to meet a deadline and a traveler calls from an airport for help with flights or ticket issues, I switch gears and resolve the problem. I also resolve issues with callers outside EPA who are disgruntled. I have expertise in finding the appropriate office and staff person (whether it's EPA Headquarters in DC, a regional office, or a state or local agency). An example is a recent caller who complained that his neighbor's outdoor wood hydronic heater was "smoking him out." My manager asked me to find the appropriate office and staff to help this man. I contacted the North Carolina Department of Environment and Natural Resources (NCDENR). Within 24 hours, I received an answer, my supervisor received a telephone call from NCDENR, and we advised the man of his rights and next steps to follow to resolve the issue. Our office has a clerical staff person, and I supervise him. I assign tasks and follow up on his progress to ensure accuracy and efficiency in his work products. I am also a member of our office webinar team. We produce webinars on relevant projects within the Office of Air Quality Planning and Standards. With travel budget constraints, we see webinars as the answer, as meeting participants can join online offices across the US, listen to a presentation, see material being presented, and ask questions. In addition to my role as Personal Assistant to my manager and Office Manager of IPOG, I provide administrative assistance to our division director and his staff when their secretary is absent. I also provide administrative assistance and guidance to another group in our division who has no administrative assistant. The manager of that group recently requested my advice and assistance on GovTrip problems and questions he had. I "tutored" him and he was most grateful. In addition, I advise and train his staff members on procurement, travel, and training rules and regulations.

Contact Supervisor: Yes

Supervisor's Name: Debbie Stackhouse

US EPA
RTP, NC
US

2/2005 - 2/2006

Grade Level: GS 7

Salary: 44,395 USD Per Year

Hours per week: 40

Secretary, Education and Outreach Group, ITPID, 318

Administrative assistant to group leader (GL) and office manager. Managed GL's calendar by scheduling and accepting all meetings and appointments, prioritizing and coordinating with other offices (inside and outside of Agency) as needed. Read all incoming correspondence for staff and determined appropriate person to respond. Answered routine correspondence and gathered information for supervisor or staff to assist them in answering correspondence. As final reviewer, ensured that all correspondence was grammatically accurate, procedurally correct, and in keeping with all Federal guidelines. Timekeeper for GL and staff; advised them on new policies and procedures; prepared all documents. Prepared grant packages for staff. Supervised daily activities of clerical employee. Coordinated training for staff, preparing necessary documents, and enrolling them in classes with purchase card. Assessed office supply and equipment needs, advised GL, prepared procurement requisitions and needed documentation and justification, and ordered them as bank card holder. Reconciled monthly purchase card statement and tracked administrative expenditures. Assembled notebooks and other information for educational outreach and teacher workshops. Arranged all meetings for GL's staff. Prepared all travel documents for GL and staff, ensuring that all documents were prepared accurately and timely. Advised staff on travel rules and questions as they arose, and kept them abreast of new or changing regulations.

Contact Supervisor: Yes

Supervisor's Name: Lourdes Morales

US EPA

RTP, NC

US

10/1995 - 2/2005

Grade Level: GS-7

Salary: 35,799 USD Per Year

Hours per week: 40

Secretary, Operating Permits Group, ITPID, 318

Administrative assistant to group leader (GL) and office manager. Managed GL's calendar by scheduling and accepting all meetings and appointments, prioritizing and coordinating with other offices as needed. Handled all incoming and outgoing correspondence. Timekeeper for 12 staff; advising them on leave rules and regulations and preparing all documentation. Supervised daily activities of clerical employee. Made recommendations to GL on needed office equipment and supplies, prepared procurement requisitions; as credit card holder, ordered all equipment and supplies.

Set up all meetings for GL's staff; handled all incoming and outgoing correspondence, referring to appropriate persons as needed; answered routine correspondence and gathered information for supervisor or others to assist in answering correspondence; ensured that all correspondence was grammatically accurate, procedurally correct, and in keeping with all Federal guidelines; prepared Federal Register packages. Prepared all travel documents for GL and staff, ensuring that all documents were prepared accurately and timely. Advised staff on travel rules and questions as they arose, kept them abreast of new or changing regulations. Served as timekeeper.

Contact Supervisor: Yes

Supervisor's Name: Steve Hitte

US EPA

RTP, NC

US

12/1994 - 10/1995

Grade Level: GS-8 / GS-7

Hours per week: 40

Secretary, Information Transfer and Program Integration Division, 318

Rotational Assignment: Secretary to the Acting Division Director (DD) Acting Associate Division Director (ADD), and six other staff of newly formed "Information Transfer and Program Integration Division." Maintained DD's and ADD's calendars and briefed them daily on upcoming events. Scheduled all meetings; managed their day-to-day activities, updating calendars as schedules changed and keeping them apprised. Prioritized and rearranged schedules for both according to upper management requests. Responsible for all incoming and outgoing correspondence and Federal Register packages, ensuring that all was accurate in grammar, punctuation, etc., and conformed to Agency guidelines. Tracked controlled correspondence through computerized tracking system to ensure all deadlines were met. Received numerous requests for information daily, in person and by phone within and outside the Agency, and handled each personally or, when necessary, directed them to appropriate person. Interviewed and made recommendation for clerical applicant for director's office. Managed work overflow for division's groups when needed, providing administrative support or coordinating assistance from others. Formed Administrative Support Council for ITPID, a work group comprised of the division's secretaries, established for the purpose of setting administrative policy and procedures for division. As timekeeper for DD, ADD, and additional staff; prepared time cards and all related documentation, ensuring accuracy and adherence to Agency guidelines. Assessed office needs and prepared procurement requests for office supplies and equipment; managed all day-to-day activities of office, coordinating with OAQPS immediate office and others as necessary.

DD tasked me with planning a division retreat for about 60 staff. I researched suitable off-site facilities, met with vendors, made recommendation to DD and ADD, and prepared all necessary

documentation, including overseeing the procurement process in our contracts office and meeting with them to justify the need to have an off-site training retreat for 60 staff.

After rotational assignment ended in April, 1995, I remained in division office as secretary to associate director, continuing above duties for all. When new DD secretary was brought in for next rotation, I trained him, as he had no EPA experience (retired from DOD). EPA's policies and procedures were new to him, and I provided daily guidance and oversight of his work products.

US EPA

RTP, NC

US

11/1971 - 12/1994

Grade Level: GS-3 through 7

Salary: \$28,882 USD Per Year

Hours per week: 40

Clerk typist, secretary, 318

Numerous duties in divisions throughout OAQPS including section secretary and branch secretary. Duties included: scheduling meetings and maintaining supervisor's calendar; preparing all documents for supervisor and staff (correspondence -- including controlled and congressional, Agency forms -- procurement requisitions, printing, typesetting, performance standards, etc.); answering phone calls; greeting visitors; arranging travel -- airfare/hotel/ground -- and preparing all documentation before and after travel (TA and voucher); preparing all timekeeping documentation and certifying accuracy; preparing letters and documents for mailing.

EDUCATION

Southern High School

Durham, NC

US

High School or equivalent, 6/1971

Relevant Coursework, Licensures and Certifications:

National Honor Society, 1970-71

Certified Professional Secretary, 1990

JOB RELATED TRAINING

Quarterly purchase card refresher (OAQPS Central Operations Office)

Federally Employed Women's 2010 National Training Program

(On-line Lotus Notes Training 2010)

EPA's Federal Women's Program National Training 2010, 2009, 2008, 2007,
2006, 2005, 2004, 2003, 2002
Purchase card seminar: do's and don't (RTP Office of General Counsel) 2009
USDA Graduate School: Residential Professional Development Seminar 2007

AFFILIATIONS

EPA/RTP Administrative Council for Excellence
Immediate Past Chair (02/2010); Current Advisor

EPA National Administrative Council for Excellence
National Parliamentarian 2010-2012

REFERENCES

Gregory Green
US EPA (OID)
Director, Outreach and Information Division

Reference Type: Professional

Danielle Dixon
US EPA (OID)
Administrative Specialist for Outreach and Information Division

Reference Type: Professional

Donna Rogers
US EPA (OID/IPOG)
Environmental Protection Specialist-Innovative Programs & Outreach Grp

Reference Type: Professional

ADDITIONAL INFORMATION

Chair/Co-chair, RTP Administrative Council for Excellence (ACE) 2002-2010*
Advisor, RTP ACE 2010
Parliamentarian, National ACE 2010-2012 and 2004-2006

Chair of Wedding Committee, Calvary Baptist Church, Durham 2008-2011
Past President of Durham Junior Woman's Club

*In my tenure as RTP ACE Chair, I made yearly presentations at the national conference. In addition, I briefed RTP senior management (National Research Lab Directors and Office Directors) on our plans and proposed budget for each fiscal year.

Pamela G. Garrett

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-0318-08, 3/28/10-7/26/10

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Detail

Temporary Promotion

Work Schedule:

Full Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

US Environmental Protection Agency

Durham, NC

US

4/2003 - Present

Grade Level: GS-07

Salary: \$49,303 USD Per Year

Hours per week: 40

Secretary, 0318

I am the Secretary/office manager for the Energy Strategies (ESG) and for the Metals and Minerals Group (MMG). I manage all administrative support. I manage two Group Leaders' schedules by alerting them to conflicts and by resolving issues as they arise throughout the day. I coordinate with other offices within the OAQPS. I independently schedule and set up for meetings with EPA employees, outside visitors based on the priorities of the Groups. I process meeting requests for both groups through the proper channels as established by the Division (SPPD) for higher level

executives. I have developed & maintain Excel spreadsheets for fiscal year expenditures by budget category to monitor travel expenditures and admin funds in order to give an account to the managers when requested. This Division is fast paced and is responsible for many of the rules and regulations written and governed by EPA. In supporting that mission, I provide support to the engineers by being the first in the line of reviewers for each rule to be published in the Federal Register. This includes proof reading all documents required in the packages. I am responsible for putting all the pieces together and routing through the proper channels prior to being sent forward for publication. I receive, schedule, refer, and contact members within SPPD, EPA, and persons outside EPA ranging from other government agencies to the general public. I am the monitor for two Senior Environmental Employees. I provide support by providing information, guidance, and assistance to maintain a smooth working environment and ensure that work is completed in a timely fashion. I manage incoming and outgoing correspondence, edit, compose letters, memorandums, use of correct file codes, and review correspondence for accuracy and format in accordance with the EPA's Correspondence Manual. I control all correspondence coming in through the Correspondence Management System (CMS) making certain the correct individual responds in compliance with the assigned due date(s). I enter all outgoing correspondence into CMS for signature. I track & maintain equipment through the Property Management System. I am responsible for ordering supplies, equipment, and services by preparing the proper paperwork and using EPA's purchase card for small purchases. I make all necessary domestic and international travel arrangements, prepare travel authorizations, and vouchers for approximately 23 employees in Gov Trip. I maintain time and attendance records. I answer questions related to policy and procedures as it relates to office services, time and attendance, travel, & purchases. I am a member of the Purchase Card Review team for OAQPS. The purpose of the team is to increase general oversight, provide opportunities to discuss correct procedures, ensure consistency, identity and disseminate best practices, and identify ways to improve the purchase card program directly with card holders and approving officials.

Contact Supervisor: Yes

Supervisor's Name: Robert J. Wayland

U.S. Environmental Protection Agency

Research Triangle Park, NC

US

3/2010 - 7/2010

Grade Level: GS-08

Salary: \$53,120.00 USD Per Year

Hours per week: 40

Secretary (Oa), 0318

I served as the Secretary to two Associate Division Directors (ADDs) on a temporary promotion. I monitored their calendars - scheduling, accepting, and rescheduling appointments as necessary

based on their priorities. I kept the ADDs abreast of meetings that were on the OAR Assistance Administrator's calendar that required input from SPPD staff and coordinated information from the staff for the ADDs for these meetings. I schedule travel, both domestic and international travel, by preparing necessary documents in Gov Trip via communication with the travel agent per the Federal travel regulations. I ensure that proper documentation is completed in regards to international travel and invitational travel as required by travel regulations. I have been managing the Correspondence Management System (CMS) for the Sector Policies and Programs Division since March 2010. I provide information, guidance, and assistance to the group secretaries for CMS. I track, assign, make certain that deadlines are met to controlled correspondence, and review each controlled correspondence for proper formatting as outlined in the US EPA's Correspondence Manual. I have not missed a deadline for correspondence during my time managing this system. I served as the timekeeper for the Immediate Office as well as for the Energy Strategies (ESG) and the Metals & Minerals Group (MMG). I process Purchase Requests through Web Forms and make necessary purchases as a bank card holder in accordance with EPA guidance for the use of the U. S. Government Purchase card and based on the SPPD budget. In the absence of the Director's Secretary during the first few months of this year, due to a family emergency, I have provided administrative support to the Division Director coordinating this travel arrangements and managing his calendar by continuously monitoring his calendar by alerting him to conflicts and by resolving issues as they arose throughout the day. I processed the necessary meeting requests and briefing materials for meetings with the OAQPS Director and the OAR Assistant Administrator for the Division. I provided support, assistance, and guidance to the Group Secretaries and four Senior Environmental Employees (SEE) (I am the monitor for two SEE employees). In addition to being temporarily promoted to work for the Immediate Office I still maintained the position as the Group Secretary for ESG and MMG with no change in my responsibilities to these groups.

Contact Supervisor: Yes

Supervisor's Name: Steve Fruh

None

Stem, NC

US

8/1993 - 4/2003

Salary: \$0 USD Per Year

Hours per week: 24/7

Full Time Homemaker

In addition to taking care of my family I volunteered at our church as a Sunday School, Bible School, and Team Kids teacher. I volunteered in the church's Food and Clothes Closet. I volunteered on a weekly basis with Meals on Wheels delivering lunches to shut ins in Granville County. I volunteered at my children's school as a teacher's assistant and as the receptionist/secretary when

needed—worked at least once a week at the school. I maintained the administrative duties for my husband's business. I established a billing and collection process for his business using Excel, composed correspondence using Microsoft Word, handled all the preparations for tax information, and handled all questions and problems related to invoices and taxes.

U.S. Environmental Protection Agency

Durham, NC

US

12/1985 - 8/1993

Grade Level: GS-07

Salary: \$25,745 USD Per Year

Hours per week: 40

Financial Technician, 0503

I served as a Financial Technician/Secretary for the Director of the National Contracts Payment Division (NCPD). I maintained a LOTUS database for the NCPD for fiscal year expenditures by budget category and prepared routine monthly reports. This involved segregating expenditures by proper appropriation. I reconciled the NCPD database expenditures with OARM-RTP's monthly "Advice of Funds" report. I independently resolved most discrepancies. I supported the Director in analyzing all budget options at year end. I prioritized and directed/completed all administrative matters pertaining to the routine operation of the Division. I directed two administrative employees with assignments and followed up to make sure that these assignments were completed on time and were accurate. I managed and prepared all travel authorizations and vouchers for approximately 30 employees. I prepared and processed all SF52's for the Division. I managed and prepared the daily calendar for the Director and Deputy Director. I maintained the NCPD calendar and the Director's calendar. I made appointments based upon knowledge of the Director's schedule and preferences. I collected information for topics to be discussed at the Director's weekly staff meetings, prepared the agenda, and attended to take notes. I composed correspondence for the Director and office staff as needed. I reviewed all correspondence for proper grammar and format. I monitored contractor performance on data entry of time and attendance data and payroll distribution cost data. I compiled stats that were forwarded to the contractor's project manager for review/action. I personally performed contractor support functions when contract for time and attendance data entry was terminated. This involved processing over 1,100 time cards. I was responsible for providing guidance on time keeping and payroll functions; received, controlled, and distributed all code, special and supplemental salary checks. I maintained good working relationship with EPAYS support staff in Washington as well as Administrative Officers at RTP. I experience in arranging conferences. This includes location, facilities, schedule, and directions for visitors, agenda, meals, and equipment required.

Contact Supervisor: Yes

Supervisor's Name: Dennis Schur

U. S. Army Research Office
Research Triangle Park, NC
US

3/1985 - 12/1985

Grade Level: GS-04

Salary: \$13,720 USD Per Year

Hours per week: 40

Computer Clerk, 0303

I provided word processing support, ADP support by maintaining a data base to monitor status of proposals, project assignments, and evaluations, and provided secretarial support when needed for the Engineering Sciences Division. During the absence of the Division Secretary I converted all paper files for project proposals to a computer program for the Office.

U. S. Air force
Mountain Home AFB, ID
US

3/1984 - 2/1985

Grade Level: GS-04

Salary: \$13,720 USD Per Year

Hours per week: 40

Personnel Clerk, 0203

I served as the Assistant Personnel Systems Manager. I was responsible for accuracy of personnel information that was input into the main personnel data system for civilian employees. I checked all computer generated products on a daily basis for accuracy. This ranged from several different types of reports to SF 50s. I managed the majority of the data input within the office. I reviewed all SF 52s that were submitted for accuracy. I was available to help the base offices in properly preparing SF 52s and answer questions. I was responsible for the personnel input for the US Army employees that were employed in Boise, Idaho. I was the timekeeper for approximately 18 employees Air Force civilian employees.

U. S. Air Force
Cannon AFB, NM
US

8/1983 - 2/1984

Salary: \$12,367 USD Per Year

Hours per week: 40

Secretary/Steno

I served as the Secretary in the Public Affairs Office in Wing Headquarters. I was responsible for the administrative workflow through the office. This encompassed filing, outgoing correspondence, typing, preparing the local notes for the Base's segment on the local television station, office equipment, forms upkeep, and maintaining a publication library of Air Force, Headquarters, and Base regulations for the office. I communicated on a daily basis with USAF officers, enlisted personnel, elected officials (local, State, and Federal) and civilian personnel. I communicated with local and national press and congressional officials.

U. S. Air Force
Cannon AFB, NM
US

3/1983 - 8/1983

Salary: \$11,000 USD Per Year

Hours per week: 40

Secretary/Typing

I was secretary for the USAF's Chief Nurse and her Chief Master Sergeant in charge of the nursing staff and enlisted medical personnel within the nursing services area. I was responsible for providing typing assistance to the entire nursing staff, filing, answering phones, setting up and maintaining a filing system in the office of the Chief Nurse, the Emergency Room, and hospital laboratory.

U. S. Air Force
Cannon AFT, NM
US

5/1982 - 3/1983

Salary: \$10,645 USD Per Year

Hours per week: 40

Clerk/Typist

I was the clerk-typist for the Civilian Personnel Office in the Data Management Section. I was responsible for keeping the publication library up-to-date, maintaining the supply and forms inventory, distribution of incoming mail which included identifying suspense dates and making sure that they were met. I was responsible for the majority of personnel data input into the computer system and also was trained to research and correct rejects that may have occurred. This involved going through computer tables (several large volumes of codes with explanations). I was responsible for the preparation and distribution of the monthly Civilian Newsletter.

City of Clovis
Clovis, NM
US

10/1981 - 5/1982

Salary: \$10,500 USD Per Year

Hours per week: 40

Secretary/Receptionist

I served as the Secretary/Receptionist for the Inspection Department for the City of Clovis, NM. I was responsible for issuing plumbing and building permits, organizing and attending to take the minutes of the Planning and Zoning Committee monthly meetings. I was responsible for the accuracy of the minutes for both committees and made sure that each member of the committee received copies prior to the next meeting. I provided secretarial support for the City Manager's office and various other offices within City Hall.

UNC Institute for Transportation, Research and Education

Research Triangle Park, NC

US

11/1980 - 10/1981

Salary: \$9,612 USD Per Year

Hours per week: 40

Secretary III

I was the personal secretary for the Deputy Director of the Institute. I provided secretarial support for a group of graduate students, researchers, and attorneys on numerous transportation projects. I was responsible for planning and organizing several out of town conferences which included meeting rooms, equipment, overnight accommodations for participants, and meals during the conference. This involved preparing the agenda, registering attendees, helping to secure proper accommodations at the conference site, working with the conference coordinators in different locations around North Carolina to assure that the meeting rooms were set up accordingly and equipment was in place, lunch and snacks were provided in the cost of the registration. I worked closely with the financial office of the University of North Carolina to assure the financial aspects of these conferences were done correctly.

Century 21 Real Estate

Wilson, NC

US

2/1980 - 11/1980

Salary: \$9,000 USD Per Year

Hours per week: 40

Secretary/Receptionist

I provided secretarial support for a real estate office. I collected rent, kept records of renters, made office deposits from home sales and rent.

Carolina Clinic

Wilson, NC

US

1/1978 - 2/1980

Salary: \$8,000 USD Per Year

Hours per week: 40

Medical Transcriptionist

I transcribed medical records for a multi-specialty clinic. I worked in the file room to assist when they were short-handed.

JOB RELATED TRAINING

2002 - Completed three courses in Excel at Community College

2003 - 2004 - Completed training in Word, Excel, Power Point at the EPA's National Computer Center

2003 - Completed Training as a Purchase Card Holder with a refresher course in 2006.

2004-Attended Business Writing & Grammar Skills Course given by Skillpath; Administrative Officers Seminar offered through the USDA;How to Build Powerful Power Point Presentations offered by CompuMaster

2005-Electronic Communication TIPs Class offered at NCC; Mistake-Free Grammar and Proofreading offered by Career Track

2006-Evelyn Wood Reading Dynamics for Business Professionals

2007-Gov Trip Training

2007-Intro to Federal Budgeting-Graduate School USDA

2007-Records Management Fundamentals

2007-ECMS Training

April 2008 and July 2010-Action Development Process

October 2008 – Tiering an Action in RAPIDS, Just-In-Time Refresher

March 2009 – Preparing for FAR – Just-In-Time Refresher

March 2009 – Preparing for Options Sections Meeting – Just-In-Time Refresher

April 2009 – Writing Enforceable Rules – Just-In-Time Refresher

April 2009 – FDMS 3.1 Release Webcast Walkthrough

April 2009 – Purchase Card Refresher Course (good until 2012)

May 2009 – Interim Changes to the ADP – Just-In-Time Refresher

May 2009 – Cyber Awareness Training

May 2009 – 2009 e4e Training

July 2009 – Plain Language for Regulatory Professionals – Just-In-Time Refresher

July 2009 – Email Records Training

August 2009 – Emergency Preparedness Training

March 2010 – Rulemaking Gateway Overview – Just-In-Time Refresher

April 2010 – Analytic Blueprint Tier 1 & 2 Actions – Just-In-Time Refresher
April 2010 – FDMS 3.4 Webcast for the Agency Reviewers
May 2010 – FDMS 3.4 Webcast Rule Writer/Docket Staff Demonstration
July 2010 - Action Development Course

REFERENCES

Nancy Smith
Retired

Reference Type: Personal

Brenda Shayesteh
Homemaker

Reference Type: Personal

Cathy Coats
Retired - US EPA

Reference Type: Professional

Kay Harward
Retired - US EPA

Reference Type: Professional

ADDITIONAL INFORMATION

Proficient in Word, Word Perfect, Excel, Power Point, Travel Manager, Gov Trip, Correspondence Management System (CMS), People Plus, electronic mail, and electronic calendars.
Typing speed is 60 wpm.

Received three Bronze Medals:

(1) Participation in the successful completion of the Integrated Financial Management System (IFMS) - 09/1989

(2) Participation in development of work on the multi-pollutant strategy for reducing toxic & criteria air emissions from stationary compression ignition and spark ignited internal combustion engines - 10/2006

(3) Participation of the signification contributions to reduce emissions from hospital medical and infectious waste incineration - 10/2009

Patricia L Miller

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-346-07, 05/1988-07/1990

ICTAP Eligible

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Temporary

Seasonal

Work Schedule:

Full Time

Part Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

U.S. Environmental Protection Agency

Research Triangle Park, North Carolina

US

5/2010 - Present

Grade Level: GS 07

Salary: \$40,000 USD Per Year

Hours per week: 40

Secretary, 318

I provide secretarial support for two group managers with a total of 24 employees. My two groups are the New Source Review Group (NSRG) and the Operating Permits Group (OPG). I provide administrative and technical needs in a efficient and timely manner. I reviews outgoing documents for

proper clearances, format, grammar, spelling, and punctuation. I send out letters, e-mails and faxes concerning the groups projects and workloads. I control the office work environment by setting logical workload priorities and deciding exactly what needs to be processed and how quickly. I ensures that meeting materials are provided to my managers in a timely manner. I finalize and enter Control Documents into the Correspondence Management System (CMS). I have created a spreadsheet for my CMS letters, so that I can track the Control Document from start to finish. I receives visitors and directs them to appropriate offices/personnel, or advise them of staff members availability. I process time and attendance in PeoplePlus. I am the manager for both of my groups for PeoplePlus. Therefore, I am constantly showing and helping the staff how to input their time or reminding them to process their PeoplePlus because I have a time frame to have all of my groups PeoplePlus entered before the cut-off time. I process travel authorizations for my staff and also process travel vouchers. I have created a travel spreadsheet to show all of the travel that my staff have used. This spreadsheet is a easy tool to use to see what travel a staff has taken and also how much was spent on a particular trip, what location the trip was located and for how long. I distributes mail and I also process outgoing mail, packages and UPS deliveries. I maintain office files in accordance with the Agency requirements and making sure that each file has all of the correspondence enclosed. I maintain an awareness of my staffs schedules, upcoming travel and other developments of concerns to the Groups. I maintain my Group Leaders calendars to ensure timeless and accuracy of group operations. I schedule meeting for my group leaders and also for other staff. I started at EPA and learned my duties very quickly. Therefore, I was given a Cash Award for \$400.00 and a Time-Off Award for 8 Hours. I answers the telephone in a courteous manner and try to help the caller as best that I can. I am proficient with the new computer system 2007 of Word , Excel, Lotus Notes, and Publisher. I am a team player and try to give assistance whenever I can to help out. The staff comes to me regularly for help with writing letters, doing PeoplePlus, travel questions, and various office procedure questions. I trained a SEE employee immediately after I became here at NSRG and OPG. I am constantly looking for ways to help improve the flow of work by streamlining how long it takes to process an action item. I am the lead organizer for our annual holiday luncheon for December of 2010.

Contact Supervisor: Yes

Supervisor's Name: Raj Rao

Lockheed Martin Flight Services

Morrisville, North Carolina

US

10/2005 - 1/2009

Salary: \$40,000 USD Per Year

Hours per week: 32 to 40

Secretary II

Procure equipment and supplies. Process Purchase Orders. Expedite Inventory of Property and process Excess Equipment. Perform administrative and secretarial support functions for the managers. Type reports, letters and memos on my personal computer. Assists the Human Resource Manager with administrative and personnel actions. Processed excess property for sale. Provide discreet secretarial and reception services for a busy office. Process filing of forms and orders. Performed time and attendance. Point of contact for our Charity of Charities Program. Helped employees get signed in. National Representative for Lockheed Martin's Diversity Program. Organizes and coordinates office functions, especially for retirements and departures. Works as Secretary II for the Human Resources Manager and Manager of Operations and handle confidential material after building trust and respect from managers. Sends out letters of employment to new hires. Once they sign the letters and return to me. Start a human resources file for each employee. Files employee personnel documents. Retrieves personnel documents from the Human Resources files for the Human Resources Manager and also sends the requested material to headquarters in Washington, DC. Implemented new filing system for the Human Resources Manager. Faxes documents for bonus moneys to the appropriate office. Very knowledgeable in the area of benefits and payroll. Answers questions pertaining to health insurance, retirement benefits, short term disability and pay and leave. Processes time & attendance and answers questions regarding certain types of leave being requested. Operates the computer and generate letters, forms and memos to complete my personnel item. While performing my duties, I'm constantly multitasking personnel issues, projects, and last minute items that may develop. Processed all incoming mail, outgoing mail and FedEx/UPS incoming deliveries and outgoing deliveries. Types letters, memos and forms for the operations manager and post notices of action items so that everyone is aware of new policy. Once trained in a particular area of human resources, work independently unless a new order is received and the Human Resources Manager will instruct me with how to apply it. Possess Small Purchase Authority of \$1,500. Was timekeeper for a group of 30 employees. Was a member of the National Diversity Committee. While participating in the Diversity Committee, I was the key committee member in my facility. As part of Diversity, I initiated recognition of Breast Cancer Awareness Month by obtaining brochures, pamphlets and other material for the facility to observe Breast Cancer Awareness month. Makes sure that everyone is given training on a regular basis for Diversity. Was a member of the Workforce Development Group in our office. As a member, along with the other members, we would handle employee working conditions concerns. The group would meet once every month for an hour meeting.

Contact Supervisor: Yes

Supervisor's Name: William Hall

Federal Aviation Administration (FAA) Automated Flight Service Station

Morrisville, North Carolina

US

5/1996 - 10/2005

Salary: \$40,000 USD Per Year

Hours per week: 32 or 40

Secretary (Office Automation)/Procurement Clerk

Provided discreet secretarial and reception services for a busy office. Handled confidential material after building trust and respect from the manager. Procured Equipment and Supplies. Ordered items from GSA and also from local vendors. Possess Small Purchase Authority of \$1,500. Made small purchases of office supplies and equipment on a regular basis. Kept Human Resources files for each employee up-to-date. I filed and retrieved documents from the Human Resources files. Faxed Human Resources material and requests to headquarters in Atlanta, GA. Stored personnel information on a program on my computer. Distributed Health brochures and handled the Savings Bond drive. Processed Purchase Orders. Posted items for sale following the procedures for Excess Property Sales. Coordinated and managed multiple priorities and projects. Operated my personal computer for reports, letters, memos and items. Processed all incoming mail and all outgoing mail. Processed packages sent out and received from FedEx/UPS. Performed multitasking projects throughout the day which consisted of personnel actions, proofreading letters and memos, helping employees solve a problem that they may have with their benefits, etc. Process filing of forms and orders. Performed time and attendance. Answered the phone and assist the caller with information or refer them to the appropriate caller. Processed travel vouchers and travel orders. Set up meetings for our office that consisted of outside attendants. I notified the attendees of the meetings with the time and dates of the meeting via e-mail or telephone, then posted the meeting on our facility calendar. Coordinated and organized Office celebrations and functions. Member of the Diversity Committee. Once a month, the Diversity Committee would have a meeting to address the concerns of the employees and we would find solutions to the problems being brought forth. I came up with ways that helped solved the problems that the Diversity Committee encountered. Was a member of the Safety Committee. As a member, I kept a record of all safety concerns and issues. Quarterly we would have a safety meeting and address all of the safety problems that I had recorded. Ordered items from GSA and also from local vendors. Placed orders for large office items; example: Refrigerator, Copier Machines, Computers, Printers, etc. Expedited Inventory of Property and Processed Excess Equipment. Process filing of forms and orders. Coordinated and organized Office celebrations and functions.

Contact Supervisor: Yes

Supervisor's Name: William Hall

Federal Aviation Administration (FAA) - Airways Facilities Division

Morrisville, North Carolina

US

8/1990 - 5/1996

Grade Level: 2005; 346; 318

Salary: \$34,000 USD Per Year

Hours per week: 40

Supply Technician/Logistics Management Specialist/Secretary (OA), GS

Formulated procurement and supplies for the office. Implemented new ways for storage of supplies in the supply room which saved space and looked neater. Performed inventory of office equipment and supplies. Performed excess property for sale. Acquired property and supplies for the office. Possessed small purchase of \$1,500.00. Was able to save the facility money by streamlining the supply room. I immediately started ordering items in less amounts and recommended that the facility should use-up the supplies that we already had on board. The Manager agreed with my idea and therefore, after six months we could see a savings. I made small purchases on a regular basis for the staff. Accomplished administrative and secretarial support functions. Typed letters, memos and reports on my personal computer. Was in charge of the large warehouse of supplies that we owned. Reserved the meeting room for conferences that was held periodically. I would notify the attendee of the time and dates. Then I would record the meeting in the facility's calendar. Processed time and attendance. Performed travel orders and vouchers. Helped answer questions from callers and visitors. Helped organize office celebrations and functions. Was the key Savings Bond Drive person. Member of the Diversity Committee. Once a month the Diversity Committee would have a meeting. Due to the fact that the facility was very diverse, I helped initiate solutions to various problems that our facility encountered.

Contact Supervisor: Yes

Supervisor's Name: Bob Johnson

Supervisor's Phone: Retired

U.S. Postal Service

Phoenix, Arizona

US

5/1988 - 7/1990

Grade Level: 7

Salary: \$30,000 USD Per Year

Hours per week: 40

Procurement Technician, EAS

Provided discreet procurement secretarial duties. Did processing and filing for the Human Resources Manager. Processed purchase orders. Did letters, memos and other correspondence on the computer. Answered the telephone and helped or directed the callers to the person that could help them further. Maintained and updated purchase order files. At various times, I retrieved information from the purchase order files and supplied the person on the telephone with the status of that case file. Did multitasking in the areas of administrative assistance and processing purchase orders. Processed spreadsheets for reports due on procurement activity for that period requested. Was the key person for the Saving Bond drive and also the Federal United Way Campaign. Ordered supplies

and equipment. Processed excess property transactions for the office. Requested wage rates for contracts. Kept and updated bidders mailing list. Maintained our supply area in the warehouse. Processed procurement request and solicitations. Processed purchase orders for office equipment and supplies. Was the key person for the Saving Bond drive and also the Federal United Way Campaign.

Contact Supervisor: Yes

Supervisor's Name: Charles Campbell

Supervisor's Phone: Office Closed

EDUCATION

Phoenix College

Phoenix, Arizona

US

Associate Degree, 5/1985

64 Semester Hours

Major: Business

Minor: Communications

GPA: 3.0 out of 4.0

Relevant Coursework, Licensures and Certifications:

Computers; Typing Speed 50 wpm

JOB RELATED TRAINING

Professional Administrative Assistant Class-8/2009, 10/2009; Microsoft Office Word 2007-3/2009, 10/2009; Microsoft Office Excel 2007-4/2009, 11/2009; Microsoft Office PowerPoint 2007-5/2009, 12/2009; Microsoft Office Publisher 2007-6/2009, 10/2009; Microsoft Office Access 2007-6/2009, 12/2009; Microsoft Office Outlook 2007-7/2009, 11/2009; Microsoft Mail Merge 2007-7/2009; Logistics Management Course-1994; Small Purchase Authority-1993; Excess Property Training-1993; GSA Supplies Workshop-1994; Introduction to Microsoft Word-1996; Microsoft Windows-Intro-1998; Excel-1998; Workforce Development-1999; Understanding and Value Diversity-1999

REFERENCES

Norma Moore

American Express

Trainer

Reference Type: Personal

Karen Gorman
Wake Technical community college
Instructor

Reference Type: Professional

Tarashanda Waters
Wake Technical community college
Instructor

Reference Type: Professional

ADDITIONAL INFORMATION

TYPING SPEED = 50 WPM

AWARDS AND HONORS: 8/2010= Eight Hours Time-Off Award from EPA; 8/2010= Individual Cash Award (\$400) from EPA; 2007= Outstanding Facility of the Year Award; 2004 SCI-2 Award for Performance; 2002 = Eight Hours Time-Off Award for Southern Region's Automated Flight Service Station of the Year; 2001 = Eight Hours Time-Off Award for Performance; 1999 = Sixteen Hours Time-Off Award for Southern Region's Automated Flight Service Station Facility of the Year; 1984 = Quality Step Increase; 1983 = Quality Step Increase Award

SOFTWARE: Microsoft Word 2007; Microsoft Excel 2007; Microsoft PowerPoint 2007; Microsoft Publisher 2007; Microsoft Access 2007; Microsoft Outlook 2007; Microsoft Mail Merge 2007; Saturn Expense Reports Program, CC Mail, Microsoft Word for Windows, ETAMS, CruxSupport, LDR Lite, Calendar Creator Plus, and WordPerfect.

MACHINES: Various computers, printers, copiers, telephone systems, electric typewriters, fax machines and calculators.

Nancy R. Perry

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-318-08, 09/2005-10/2006

Contact Current Employer: No

AVAILABILITY

Job Type:

Permanent

Detail

Temporary Promotion

Work Schedule:

Full Time

DESIRED LOCATIONS

US-DC-Washington/Metro

US-NC-Raleigh/Durham-RTP

US-DC

WORK EXPERIENCE

US Environmental Protection Agency

RTP,

12/2006 - Present

Administrative Assistant

Administrative assistant to the Group Leader of the Geographic Strategies Group; manage and maintain group leader's calendar by using own judgment in schedules appointments; accepts or decline appointments; and arrange meetings that may be in conflict with another meeting; schedules appointments and meeting and conferences via Lotus Notes; Manage electronic Correspondence Management System (CMS) directs control to proper staff for response by accepting task and/or requests extensions when necessary; requests reassignment of automated correspondence assigned to group; tracks and coordinates controlled correspondence with staff ensuring a response to controlled correspondence in a timely manner of due date; manages and reviews time and

attendance for bi-weekly electronic People Plus (PP) system for the group and assist staff in the submitting time and attendance as needed when staff is on leave or in travel status during reporting period; run certification report for group leader signature; prepares and tracks correspondence and action items for Group Leader and 6 staff according to EPA guidelines such as Federal Register (FR) packages, FOIAs, reports, general correspondence and memos ensuring proper grammatical structure and proper spelling using word processing; edits and creates spreadsheets and/or presentation software; prepare and submit training forms; creates, coordinate and track group's quarterly budget, travel, and training dollars; informs Group Leader and staff of administrative matters; attends and summarize group's staff meeting; fills in for and assist division secretary as needed; maintain contact with external and internal staff ; prepare and maintain group's filing system and records; and prepare routine documents for Group Leader's signature; prepare, secure, and maintain all domestic and international travel arrangements with travel agent or independent with hotels (airline, hotel, rental car, etc); utilizing electronic Travel Manager (TM) system to prepare all Travel Vouchers and Travel Authorizations (TA) forms, and the electronic FIAT program for processing international travel and process third party travel; manage bank card in the amount of \$5,000 for group for small purchase item, purchasing office supplies and equipment the group; and maintained and tracked property account database as Property Manager/Custodial Officer for equipment in excess of \$10,000 for the Group.

US Environmental Protection Agency

RTP, NC

US

9/2005 - 12/2006

Hours per week: 40

Associate Division Secretary

- Acted as Administrative Assistant to Associate Director and assisted Division Secretary in ensuring the practice and procedures used by the secretary are consistent across the division;
- Exercised authority in managing AD calendar using own judgment in accepting, declining, and rearranged meeting/appointments;
- Managed/scheduled meetings as backup for the Director's schedule;
- Primary liaison IO staff within the organization;
- Assisted in establishing administrative advice on procedures, report, and other matters necessary to implement directives and instructions;
- Ensured decisions and issues were coordinated with the proper management;
- Managed the critical flow of the CMS-accepting/requesting extensions or requesting reassignment correspondence;
- Tracked/coordinated controlled correspondence with staff ensuring a response by due date;
- Established priority of project, correspondence, meeting request for review by AD;
- Managed/ arranged all aspects of travel reservations for AD and IO staff;

- Prepared/ provided travel folder with itinerary and pertinent travel information and meeting material, and for four IO staff;
- Prepared Travel Authorization, Travel Vouchers and training forms and registration forms;
- Coordinated third party travel;
- Established/ maintained subject matter files and records;
- Primary liaison for the Division for entering all HEID projects into the Budget Integrated Data System;
- Established a tracking log on various forms that was processed through the Division to CORE;
- Coordinated with division and group administrative staff to analyzed supply needs to alleviate multiple purchases for the Division;
- Maintained/ tracked bank card in the amount of \$5000 for purchasing office supplies, office equipment, small purchases, offsite conference, and registration fees;
- Addressed the office's administrative;
- Delivered short briefings and presentations concerning administrative matter;
- Maintained consisted communication with DC staff, stakeholders, local/state and private citizens, conference coordinators;
- Scheduled conference calls and meetings, express mailings, labor service requests for moves and TSR;
- Ensured proper grammatical structure and edits on all outgoing documents such as Federal Register packages, FOIA, correspondence, and memo;
- Managed Federal Register packages, FOIA request;
- Managed electronic Time and Attendance in accordance with Agency policies,
- Prepared certification reports for AD signature,
- Maintained and managed office files and records;
- Received visitors and screened telephone calls to determining the nature and purpose of the call and referred calls not requiring senior managers' attention to appropriate staff;
- Maintained a current awareness of work schedules;
- Assisted in analyzing furniture needs, equipment placement, and computer needs as move coordinator during the Division reorganization.

US Environmental Protection Agency
RTP,

11/2003 - 9/2005

Administrative Assistant

Acted in full capacity as Administrative Assistant to the Group Leader of the Integrated Policy and Strategies; managed and maintained group leader's calendar by exercising own judgment in scheduling appointments; accepting or declining appointments; arranging meetings that may be in

conflict with another meeting; scheduled appointments and meeting and conferences via Lotus Notes; screened calls and visitors and referred appropriately; tracked, maintained, and coordinated CMS controlled correspondence manually and electronically requesting extensions when necessary for Group leader, Division Director, and Assistant Administrator or Administrator signature; prepared group's correspondence according to EPA guidelines and regulations on Nonattainment Areas, Bump-up Issues, Federal Wildlands Fires Policy Review, BART and Ag; prepared federal register packages on SO2 NAAQS Implementation and Proposed Implementation for Reduction of SO2 - Comment Period Extension; prepared and managed manually and electronically bi-weekly TA via PP for approximately 13 staff submitting to designated officer with minimal errors; prepared and maintained all domestic and international electronic travel arrangements with travel agent securing airline, hotel, rental car, etc; prepared and processed TAs and Travel Vouchers for payment, and processed third party travel when necessary for the Group and with external personnel for conferences; primary bankcard holder in the amount of \$2500 -authorizing me to generate PRs for purchase of equipment, small purchase items on behalf of the Group in accordance with EPA directive; maintained and tracked property account database as Property Manager/Custodial Officer for equipment in excess of \$10,000 for the Group; and assisted in tracking and coordinating Group's budget, travel, and training dollars; attended and summarize group's staff meeting; tracked correspondence or action items for Group Leader and staff; assisted in maintaining group's webpage; performed all administrative duties utilizing WordPerfect, edited presentation prepared in PowerPoint; ensured memos and documents are grammatically structured and proper spelling is applied; scheduled conference rooms and meetings using Lotus Notes coordinating with audiovisual staff when needed; acted as liaison with internal and external agency; delivered short briefing and presentations concerning administrative/clerical directives; prepared and maintained group's filing system and records; supervised and assisted in ongoing training for two senior employees; fills in for division secretary as needed.

US Environmental Protection Agency
RTP,

8/2003 - 10/2003

Associate Division Administrative Assistant

Acted in full capacity as Administrative Assistant to Associate Director and assisted Division Secretary in ensuring the practice and procedures used by subordinate secretary positions are consistent across the division and meets or exceeded Division requirements; exercised authority in managing AD calendar using own judgment in accepting, declining, and rearranging meeting/appointments and backup scheduler for arranging meetings for the Director's schedule; Liaison to other managers and staff within the organization; resolved basic issues when possible; provided administrative advice on procedures, report, and other matters necessary to implement directives, and instructions; ensured that decisions and issues are coordinated with the proper

management and staff across the Agency as necessary to confirm work procedure; managed the critical flow of CMS-accepting/requesting extensions when necessary or requesting reassignment correspondence; recommended assignment of correspondence to the proper staff; tracked and coordinated controlled correspondence with staff ensuring a response in a timely manner of due date and established priorities for review by HEID division; secured all travel reservations such as lodging, airfare, registrations, and rental car for AD providing travel folder with itinerary and pertinent information necessary; and for four other front office staff; prepared TA, TVs, and training forms and registration forms; coordinated third party travel is involved; established and maintained subject matter files and records; acted as liaison for Division in entering all HEID projects into the Budget Integrated Data System (BIDS); established tracking log on various forms: PRs; Training Forms, Work Assignment forms processed through the Division to CORE division; maintained Bankcard in the amount of \$5000 in the Division responsible for purchasing office supplies, office equipment, small purchases, offsite conference, and registration fees; addressed the office's administrative needs; delivered short briefings and presentations concerning administrative matter; scheduling conference calls and meetings, express mailings, labor service requests for moves and telecommunications service requests; provided general typing assistance ensuring proper grammatical structure and edits; key liaison in the process of FR packages; processed FOIA request; managed bi-weekly electronic TA in accordance with Agency policies, prepared certification reports for AD signature, and maintained offices files and records; received visitors and screened telephone calls to determining the nature and purpose of the call; referred calls not requiring senior managers' attention to appropriate staff; and maintained a current awareness of work schedules, travel requirements, administrative procedures, and other developments of concern to the Groups; and provided leadership to ensure the preparation of quality products.

US Environmental Protection Agency
RTP,

10/1999 - 8/2003

Administrative Assistant

Acted in full capacity as Administrative Assistant to the Group Leader of the Integrated Policy and Strategies; managed and maintained group leader's calendar by exercising own judgment in scheduling appointments; accepting or declining appointments; and arranging meetings that may be in conflict with another meeting; scheduled appointments and meeting and conferences via Lotus Notes; screened calls and visitors and referred appropriately; tracked, maintained, and coordinated controlled correspondence manually and electronically requesting extensions when necessary for Group leader, Division Director, and Assistant Administrator or Administrator signature; prepared group's correspondence according to EPA guidelines and regulations on Nonattainment Areas, Bump-up Issues, Federal Wildlands Fires Policy Review, BART and Ag; prepared federal register packages on SO2 NAAQS Implementation and Proposed Implementation for Reduction of SO2 -

Comment Period Extension; prepared and managed manually and electronically all TA via PP for the Group submitted to designated officer bi-weekly with minimal errors; prepared and maintained all domestic and international electronic travel arrangements with travel agent securing airline, hotel, rental car, etc; prepared and processed TAs and Travel Vouchers for payment, and process third party travel when necessary with external Agencies for conferences; primary bankcard holder in the amount of \$2500 -authorizing me to generate PRs for purchase of equipment, small purchase items on behalf of the Group in accordance with EPA directive; maintained and tracked property account database as Property Manager/Custodial Officer for equipment in excess of \$10,000 for the Group; and

assisted in tracking and coordinating Group's budget, travel, and training dollars; attended and summarize group's staff meeting; tracks correspondence or action items for Group Leader or staff; assisted in maintaining group's webpage; performed all administrative duties utilizing WordPerfect, editing PowerPoint presentations; ensured memos and documents are grammatically structured and proper spelling is applied; scheduled conference rooms and meetings using Lotus Notes and coordinating with audiovisual staff when needed; acted as liaison with internal and external agency; delivered short briefing and presentations concerning administrative/clerical directives; prepared and maintained group's filing system and records; and supervised and assisted in ongoing training to two senior employees; filled in for division secretary as needed.

US Environmental Protection Agency

RTP

US

6/1999 - 10/1999

Salary: \$25,428.00 USD Per Year

Hours per week: 40

Administrative Assistant

Administrative assistant ensuring in the daily responsibility of the Ozone Policy and Standard Division for approximately 15 staff; received incoming calls and directed calls to the proper staff; prepared all TA for local and international travel; prepared and processed travel vouchers for payment to finance; prepared documents for training, registration forms, and PRs; managed electronic travel documents program; assisted in maintaining and scheduling appointments for Group Leader's calendar; informed supervisor and staff of administrative changes; assisted in conducting daily staff meeting; prepared congressional memos for proper structure ensuring grammatical structure, edits, and spelling; and assisted the monitoring and supervising senior employees.

Veteran Administration

Durham

US

1/1996 - 6/1999

Hours per week: 40

Administrative Assistant

Relieved the Chief of the section of all possible administrative details in the smooth and efficient functioning of the patient care, research, teaching obligations and Radiation Safety responsibilities of the section; maintained and scheduled appointment for the Chief and rotating physicians; made necessary travel arrangements for staff; generated justification MRI letters, Purchase Request, and Travel Authorizations; and reports and submitted as required; created, copied, edited, stored, retrieved and printed a variety of correspondence and documents and forms; managed electronically TA bi-weekly for six staff members; managed the control point for the MRI Department; transcribed on a daily basis via voice recording all MRI reports from physicians of highly specialized medical dictation covering a wide range of medical specialties; providing correct spelling, grammar, and sentence structure of memos and transcribed MRI reports; proficient in medical terminology, anatomy, surgical procedures, radiology procedures, ect.; ensured dictation is medically consistent and accurate in context; operated hospital computerized DHCP system for patients; proficient in the operation of dictation/transcription equipment of various types, automatic typewriters, word-processor; programmable display typing systems, personal computers; and mainframe/workstation based systems; managed and ordered purchased; maintained adequate stock of supplies and forms, and prepared request store items; instrumental in assisting Chief of section and technologists in the planning for new and/or replacement of office equipment and workable installation; prepared daily calendar of patient's studies scheduled for MRIs; informed other hospital wards and clinics of scheduling and proper preparation necessary for MRI patient studies; prepared patient's folders for each day; acted as liaison and interfaced with the requesting physicians and other hospital personnel concerning MRI scan reports; provided a verbal directive of the patients report to key physicians or hospitals; and obtained prior x-rays, medical records, and laboratory reports when necessary prior to MRI scan.

EDUCATION

Wayne Community College

Goldsboro, NC

US

Associate Degree, 12/1978

Major: Executive Secretary

Relevant Coursework, Licensures and Certifications:

Administrative Manager Certificate

JOB RELATED TRAINING

Project Management for Government Administrative Assistants

Project Management for Non-supervisors
Getting Things Done- Mastering WorkFlow
Communicating for Results
Introduction to Federal Accounting & Budgeting
Preparing and Managing Military Correspondence Training
Preparing Personal Actions
Secretarial Decision Making
Secretarial Improvement
Total Quality Management Facilitators
Military Documentation Filing System

LANGUAGES

English

Spoken: None

Written: None

Read: None

AFFILIATIONS

Administrative Council of Excellence
Member

EPA Training Team
Member

2005 Career Development Day
Co-Chair

REFERENCES

Kimber Scavo
US EPA
Group Leader

Reference Type: Professional

Robin Dunkins
US EPA
Group Leader

Reference Type: Professional

Rhea Jones
US EPA
Group Leader

Reference Type: Professional

ADDITIONAL INFORMATION

Travel Manager
Correspondence Management System
Webforms
People Plus
Microsoft Word
Power Point
Lotus Notes
Word Perfect
Excel

Joan C. Rogers

Professional Experience

October 2007 - Present

Environmental Protection Agency (EPA)
Durham, North Carolina

Secretary, OA, GS-318-7

- Many of my duties in my present position are performed through the use of office automation. Included but not limited to:
 - Maintains the Group Leader's (GL) calendar and e-mail. Keeps the GL aware of actions and deadlines to ensure timeliness and accuracy of Group operations. Manages other staff calendars on a daily basis. Arranges meetings.
 - Drafts and edits all written products ensuring information is accurate and with adherence to prescribed formatting. Written products include national rules for publication in the Federal Register and the Code of Federal Regulations, guidance documents, memoranda, letters, Statements of Work, reports and proposals, etc. Editing of Power Point presentations.
 - Coordinates all correspondence and routes actions to appropriate staff (including congressional) via the Correspondence Management System (CMS), including editing and reformatting of electronic documents.
 - Maintains Excel spreadsheets for purchases, training, office and travel budget.
 - Makes domestic travel arrangements for staff and interviewees. Processes and tracks the request, authorization and payment in a timely manner.
 - Prepares and reviews outgoing correspondence, reports and proposals for proper format, grammar, spelling, punctuation, indicated attachments and concurrence.
 - Develops and maintains the office records and files for the organization, according to national and institutional records retention schedules and requirements for a group of 15 staff members.
 - Researches and prepares procurement and printing requests. Manages the use of the Group Purchase Card. Serves as a resource management backup to other groups within the Division in the event of the absence of their purchase cardholder.
 - Serves as timekeeper for the Group and backup timekeeper for the Division.

- Property Custodian. Maintains the inventory through the property management database.
- Works with Customer Technology Solutions (CTS) to resolve staff computer and software problems, i.e., Adobe Acrobat).
- Analyzes systems for increased program efficiencies, i.e., the Sector Tracking System (STS), the Acquisition Career Management Information System (ACMIS), the EPA's Acquisition System (EAS) and the Lotus Notes Action Database.
- Interacts with senior management from federal/state agencies and non-governmental organizations.

July 2006 – October 2007

University of North Carolina at Chapel Hill
(UNC), Chapel Hill, North Carolina

Administrative Assistant I

- Managed the Carolina Motor Pool operation and provided back-up assistance. Supervised one full time Office Assistant ensuring the expectations of management, Motor Fleet and our customers, were met appropriately. Made decisions regarding the Motor Pool operation with a high degree of independence.
- Handled the purchase of replacement and additional vehicles for the University including billing, titles and registration.
- Processed the monthly mileage reports from campus departments. This information was submitted to Raleigh through a database. Assisted customers in resolving billing questions and problems.
- Handled civilians' complaints in resolving questionable driving practices by employees of state vehicles.
- Assisted the Director with special projects related to improving the quality of the workplace and efficiency of the office.
- Provided administrative support for 50 staff members including the Director of Business Operations and the Business Operations groups.
- Various secretarial duties including calendar management for four conference rooms; processed correspondence; read, sorted, distributed and answered mail; served as travel coordinator; ordered offices supplies.
- Maintained the office records and files for the organization, according to institutional records retention schedules and requirements for a group of 50 staff members in the division.
- Since Time and Attendance was not automated, reviewed all time sheets and tracked annual and sick leave for the Division Office staff.

Comments: Reason for leaving: To return to federal service.

October 2000 – May 2006

Executive Office Administrator

Los Alamos National Laboratory (LANL)
Decision Applications Division (D)
Threat Reduction Directorate

In this position, I supported the Division Leader (DL) and Deputy Division Leader (DDL) where I performed administrative/secretarial duties with minimal supervision and direction. Duties included, but were not limited to:

- Managed complex calendars for DL/DDL, independently determining scheduling priorities and committing to appointments.
- Tracked DL/DDL assignments, projects, deadlines and action items on a daily basis.
- Responsible for coordinating all aspects of on-site visitations, including official badging requirements, clearance transfers, escorts and agendas. I had to troubleshoot ordinary and out-of-the ordinary situations on a daily basis.
- Classified Removable Electronic Media (CREM) Custodian: Worked with classified documents and electronic media. Was responsible for 100 pieces of CREM.
- Vault Custodian.
- Acted as Key Custodian for the entire Division. Responsible for over 500 Division keys.
- Worked with DL, DDL and Chief of Staff (COS) to coordinate and organize Division-wide functions and special meetings.
- Made travel arrangements for DL, DDL and other D Division employees.
- Interfaced with Laboratory upper management, government and scientific agencies.
- Screened calls for DL/DDL and took detailed messages when necessary.
- Maintained the office records and files for the organization, according to national and institutional records retention schedules and requirements for a group of 15 staff members in the division office.
- Prioritized DL/DDL mail, independently handling action items.
- Generated correspondence for signature, independently responded to inquiries, reviewed and edited correspondence. Completed, reviewed and edited Laboratory and miscellaneous forms.
- Point of contact for Group secretaries, planned the D Division monthly secretarial meeting, arranged for speakers, prepared agendas and took minutes. Created an *Administrators' Handbook* for the Division.
- Supervised one full time junior secretary.
- Acted as liaison between supervisors and Group secretaries and mentored same.
- Oversaw the Time and Effort process for the Division.
- Participated in weekly Management Planning meetings, prepared agendas, took minutes in shorthand and distributed completed minutes.
- Assisted the COS with personnel issues. Maintained Division listings, organizational charts and managed Division records.
- Interviewed applicants for secretarial positions in D Division.
- Requisitioned office supplies, printing support, related materials and services with a Purchase Card which was reconciled monthly.
- Served on the committee to choose the Distinguished Performance Awards recipients -2002.
- Acted as the Area Access Coordinator for Fire Emergencies.
- Held Top Secret security clearance.

Comments: Reason for leaving: Moved to North Carolina.

October 1986 – March 2000
Executive Office Administrator

Central Intelligence Agency (CIA)

Washington, DC

Duties included, but were not limited to:

- Managed complex calendars for Division Director (DD), Deputy Division Director (DDD) and various members of the Management Staff.
- Assisted Human Resources in administrative and personnel decisions involving the secretarial staff.
- Conducted training for the Electronic Time and Attendance System (ELECTAS).
- Responsible for coordinating all aspects of on-site visitations, including official badging requirements, clearance transfers, escorts and agendas. I had to troubleshoot ordinary and out-of-the ordinary situations on a daily basis.
- Organized training schedule of classes held in the Office of Training and Education for ten classrooms and 30 courses on a daily basis.
- Maintained the office records and files for the organization, according to national and institutional records retention schedules and requirements for a group of 500 staff members.
- Provided mentoring to junior secretaries and held monthly meetings.
- Screened calls.
- Arranged travel, both domestic and foreign.
- Prioritized, distributed and independently handled mail.
- Composed correspondence for signature and maintained a tracking system for correspondence.
- Focal point for the Division ELECTAS records, over 500 staff members.
- Interacted with senior management from federal/state agencies, non-governmental organizations and academic institutions (Center for the Advancement of Language Learning).
- Represented the above staff in daily routine matters and coordinated Group activities. Also took minutes at staff meetings. Performed all other related office duties/assignments as required.
- Served on secretarial panels.
- Held Top Secret security clearance.

Comments: Reason for leaving: Moved to New Mexico as husband accepted a position at LANL.

Other Work Experience

June 1986 – December 1999: Volunteered at our church credit union as a teller, St. Ann's, Arlington, Virginia.

January 1978 – September 1986: Stay at home mother.

January 1977 – January 1978: Secretary Typist. Department of Defense, Defense Materiel Specifications and Standards Office, Alexandria, Virginia. Performed secretarial duties.

June 1971 – December 1976: Stenographer Typist. Federal Bureau of Investigation, Philadelphia, Pa., and Washington, DC, where I provided stenographer/secretarial support in various offices. Also became a steno supervisor in the steno pool.

June 1970 – June 1971: Clerk, Camden Board of Education Payroll Office, Camden, New Jersey.

Additional Information

Shorthand qualified.

On a daily basis, I have used various computer programs such as Microsoft Office software (Word, Excel, PowerPoint), Filemaker Pro, MeetingMaker, Lotus Notes, Media Tracker, Outlook and Eudora. I used many databases unique to those organizations for travel, time and attendance and safety and security.

I have extensive experience successfully interacting with employees and management at all levels.

I received Exceptional Performance Awards at CIA along with an award with a Permanent Salary Increase. I also received Exceptional Performance Awards at LANL and EPA.

Eloise Carpenter Shepherd

Country of citizenship: United States of America

Veterans' Preference: No

Highest Grade: GS-0318-8, 10/2003-12/2004

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Work Schedule:

Full Time

Part Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

U. S. EPA

Research Triangle Park, North Carolina

US

3/2006 - Present

Grade Level: GS-7

Salary: \$41,575 USD Per Year

Hours per week: 32

Secretary, 0318

Serve as secretary to the State and Local Programs Group and Group Leader, reviewing all incoming emails and informing her of action items, handling many action items for her and tracking them as needed. Organize and track information for projects and reporting required. Control the electronic calendar for Group Leader, informing her of schedule changes. Compile briefing materials for Group Leader daily with as many details as possible. Coordinate between Group Leader and staff on some action items, as well as the Division Office.

Responsible for travel and international travel for the Group using GovTrip, also preparing FIAT submissions for international travel, tracking travel expenditures for planning by the Group Leader, and submitting travel expenditures to the Division Office on a regular basis. Manage the Correspondence Management System (CMS) for the Group, preparing, editing, and creating files in CMS. Also, maintain tracking system for CMS controlled correspondence files, ensuring that due dates are met. Serve as Purchase Cardholder for small purchases, maintaining a spreadsheet tracking expenditures submitted to the Approving Official quarterly. Schedule meetings and prepare OAR meeting requests. Train other Secretaries in the Division on CMS, travel, procurement tracking, mail merges, editing correspondence, and other work issues in general.

Contact Supervisor: Yes

Supervisor's Name: Kimber Scavo

U. S. EPA

Research Triangle Park, North Carolina

US

4/2005 - 3/2006

Grade Level: GS-7

Salary: \$34,185 USD Per Year

Hours per week: 32

Secretary, 0318

Served as Secretary to the Waste and Chemical Processes Group and Group Leader. Responsible for the Group Leader's calendar and reading his email to watch for items I would handle or bring to his attention. Managed many details for the Group Leader, including tracking of many deadlines, projects, and federal register package deadlines. Provided briefing material and detailed information for daily meetings. Responsible for travel, international travel, PeoplePlus, Purchase Cardholder, and CMS duties for the Group. Tracked budget for the Group for reporting to the Group Leader and Division Office. Performed detailed tracking and editing of controlled correspondence. Many times served as liaison between Group Leader and staff, as well as the Division Office on deadlines and requests. Scheduled meetings and prepared OAR meeting requests. Handled calls and emails from Headquarters, Office of General Council, and others throughout EPA, as well as from outside organizations contacting our office. Reviewed, edited, and prepared documents for federal regulation packages, advising staff of documents that needed to be included or prepared, and assembling the package in final format. I initiated many of the documents needed for the packages on my own, and have rewritten parts of documents to meet the required formats. Because of the volume of packages in our group, I often spoke with the Washington Ops office about packages we were working on.

Contact Supervisor: Yes

Supervisor's Name: K. C. Hustvedt

U. S. EPA

Research Triangle Park, North Carolina

US

12/2004 - 4/2005

Grade Level: GS-7

Salary: \$34,000 USD Per Year

Hours per week: 32

Secretary, 0318

Detailed to serve as Secretary to the Emissions Standards Group and Group Leader. Responsible for travel, PeoplePlus timekeeping, Purchase Cardholder, and CMS duties for the Group. Performed detailed tracking and editing of a large amount of controlled correspondence. Scheduled meetings and prepared OAR meeting requests. Responsible for the Group Leader's calendar, monitoring his email for items I would handle or bring to his attention. Provided briefing material for daily meetings. Handled calls and emails from Headquarters, Office of General Council, and others throughout EPA, as well as from outside organizations contacting our office. Reviewed, edited, and prepared documents for federal regulation packages, advising staff of documents that needed to be included or prepared, and preparing the package in final format.

Contact Supervisor: Yes

Supervisor's Name: Bob Wayland

U. S. EPA

Research Triangle Park, North Carolina

US

10/2003 - 12/2004

Grade Level: GS-8

Salary: \$42,731 USD Per Year

Hours per week: 40

Secretary, 0318

Served as Secretary to the Acting Associate Director of the Emissions Standards Division, reviewing all incoming emails and informing her of actions needed, tracking them, and ensuring that she followed through as required. Tracked many projects and deadlines, organizing information for ongoing projects such as CAAAC work. Controlled the electronic calendar for the Acting Associate Division Director (ADD), keeping her up-to-the-minute on schedule changes, enabling her to be present at all meetings she needed to attend. Compiled all briefing materials in an orderly manner with many details provided. Performed these duties for Division Director as required, reading her

email daily to keep the Acting ADD informed as well.

Coordinated meetings involving staff from our Division, Office of Air Quality Planning and Standards, other Headquarters offices, the Office of Management and Budget, Regional Offices, and outside groups. Provided technical guidance and training to administrative support staff for office management, administrative assistance, and program support for the Division.

Liaison between Acting ADD, and many times the Division Director, and staff in the Division, as well as Division Secretaries on many issues. Managed calls and emails from Headquarters and others throughout EPA, as well as from outside organizations contacting our office.

Gathered and analyzed information to provide guidance on issues, prepare reports, and present findings and recommendations for improvement of program operation. On a regular basis in Secretaries meetings, shared recommendations and improvements concerning program operation with Division Secretaries. Received initial training for Correspondence Management System (CMS), set it up for our Division, and trained Secretaries in our Division to use the new system. Closed out the old NCTIMS controlled correspondence system and assigned controlled correspondence to Division Groups in the new system. Reviewed all controlled correspondence for the Division, working as liaison between the Acting ADD and DD and Secretaries and Group Leaders regarding edits requested, ensuring the edits were made. Devised system to track controls to be sure they were completed and forwarded to the OAQPS office as required.

Responsible for preparing travel reservations and travel requests in Travel Manager for the Acting ADD, as well as the Division Director as needed. Served as Purchase Cardholder for small purchases for the Immediate Office, maintaining a spreadsheet tracking expenditures. Served as timekeeper for the Immediate Office, also responsible for checking approvals done by Group Leaders each pay period, working with them to ensure approvals were completed on time.

Contact Supervisor: Yes

Supervisor's Name: Penny Lassiter

National Institute of Environmental Health Sciences
Research Triangle Park, North Carolina
US

10/2002 - 10/2003

Grade Level: GS-7

Salary: \$38,197 USD Per Year

Hours per week: 40

Administrative Support Assistant, 303

Served as Administrative Support Assistant for the Center for Risk and Integrated Sciences and the Superfund Basic Research Program (SBRP) of the Division of Extramural Research and Training at the National Institute of Environmental Health Sciences. Facilitated set-up of conferences/workshops, one of which was an international scientific conference. Made arrangements with hotel representatives and others as necessary to secure conference space by negotiating costs, plan dinners, secure a block of hotel rooms for 150 attendees, poster sessions, conference set-up/arrangement, speakers, attendees, secured funding from NIEHS and private companies for the conference costs as well as speakers and attendees receiving grants to attend. Worked with NIEHS to contract travel for speakers and grantees. Contracted for busses to transport attendees from the hotel to NIEHS and the airport. Arranged other transportation. Responsible for every detail to make the conference a success including items such as posters, name tags, conference programs, video conferencing, facilities set-up, security, making sure contracts were signed, and funded items were paid after the conference was finished.

Prepared travel in Travel Manager, including complicated sponsored foreign travel and in-kind travel for the Director, making arrangements with foreign dignitaries as required. Arranged for visas when needed and researched other requirements for visiting a closed or remote country. Acted as liaison for the SBRP and my Director to other branches within the Institute. Served as contact for grantees and the general public for information about the grants process. Used a government purchase card to pay for equipment, supplies; meeting registrations and training. Prepared appropriate paperwork for human resources actions. I prepared correspondence, as well as congressional correspondence in proper format for signature of the Director of NIEHS and the Director of NIH. Scheduled meetings and maintained the Director's calendar in Microsoft Outlook.

Contact Supervisor: Yes

Supervisor's Name: William A. Suk, Ph.D., M.P.H.

Veterans Administration Medical Center

Durham, North Carolina

US

10/2001 - 10/2002

Grade Level: GS-6

Salary: \$33,690 USD Per Year

Hours per week: 32

Administrative Support Assistant, 303

Served as Program Support Assistant to the Chief of Human Resources Management Service. Managed information regarding the Commitment Committee, prepared agenda for and summaries of

the meetings. Maintained information regarding recruitment requests with supporting documentation, called Position Control. Compiled several reports, including a Strength Report of Medical Center personnel and a Staffing Report. Managed special projects such as surveys for the Office of Personnel Management and collecting information at the request of the Inspector General's office. I independently composed many Medical Center Bulletins, letters, and documents at the request of the Chief. I publicized various awards programs in the Medical Center and submitted nominations to Central Office through the Medical Center Director. Worked closely with all Human Resources staff to prepare files for a Joint Commission of Accredited Hospitals visit, checking each personnel file for proper documentation and paperwork. Close contact was maintained with the Associate Medical Center Director and Medical Center Director's offices. I was responsible for completing a Compliance Report to the VISN monthly sampling 10% of current employees for inclusion on the OIG Exclusionary List.

Contact Supervisor: Yes

Supervisor's Name: Greg Moore

Veterans Administration Medical Center

Durham, North Carolina

US

7/1996 - 7/1998

Grade Level: GS-6

Salary: \$30,726 USD Per Year

Hours per week: 32

Budget Assistant, 561

Served as Budget Assistant to 25 Principal Investigators with grants funded by the Department of Veterans Affairs. Responsible for adhering to all VA purchasing regulations. Planned directly with Investigators for laboratory needs and rate of spending, informing each Investigator of the funding available to them for operations. Trained new Investigators receiving grants to work within the Veterans Administration regulations for purchasing and financial management procedures of the federal government. Managed each Investigator's budget, paid their bills, ordered items required to conduct their research with government credit cards or through the Medical Center Supply. Maintained contracts for supplies and services. Solved problems concerning orders with vendors. Maintained detailed paper and computer records of accounts, and reconciled accounts with fund control point balances so funds could be obligated. Compiled quarterly and yearly reports concerning these accounts required by the Department of Veterans Affairs.

Contact Supervisor: Yes

Supervisor's Name: Judith Davis

Veterans Administration Medical Center
Durham, North Carolina
US

2/1995 - 11/1996

Grade Level: GS-5

Salary: \$25,829 USD Per Year

Hours per week: 20

Secretary, 318

Served as Secretary to the Associate Chief of Staff for Education, maintaining her electronic calendar, planning, coordinating and prioritizing meetings as necessary. Prepared slides and desk-top publishing for speaking and teaching purposes and prepared manuscripts for publication. Made domestic and foreign travel arrangements. Maintained contacts with Chief of Staff and Director's offices, as well as Services throughout the Medical Center, Duke University Medical Center, Central Office in Washington, D. C., and other high level contacts.

Contact Supervisor: Yes

Supervisor's Name: Elizabeth L. Rogers, M.D.

Veterans Administration Medical Center
Durham, North Carolina
US

2/1995 - 2/1996

Grade Level: GS-5

Salary: \$25,829 USD Per Year

Hours per week: 20

Secretary, 318

Served as Secretary to the Geriatric Research Associate Director for Education and Evaluation. Prepared slides and manuscripts used by the Director of the Program throughout the world publicizing the Department of Veterans Affairs, the Durham VA, Geriatric Research and Education Center (GRECC) and GRECC educational programs. Made travel arrangements, prepared travel orders, maintained the office filing system, prepared educational reports from existing materials, and handled all liaison functions between the GRECC Educational Program and other VA offices, VA Central Office, and Duke University Medical Center in matters related to the GRECC Educational Program.

Contact Supervisor: Yes

Supervisor's Name: Elizabeth L. Rogers, M.D.

Veterans Administration Medical Center

Durham, North Carolina

US

9/1993 - 3/1994

Grade Level: GS-5

Salary: \$23,946 USD Per Year

Hours per week: 40

Secretary, 318

Served as Secretary to the Chief of Acquisition and Material Management and staff. Contacts were made with Associate Medical Center Director's office, other Services in the Medical Center, as well as agencies outside the Medical Center. Responsible for taking and preparing minutes of five Medical Center committees, some for approval and signature of the Associate Medical Center Director. Prepared reports as requested. Responsible for calls, mail, correspondence, personnel actions, travel arrangements, and timekeeping for the Service.

Contact Supervisor: Yes

Supervisor's Name: Darlene Bingham

Veterans Administration Medical Center

Durham, North Carolina

US

2/1993 - 9/1993

Grade Level: GS-5

Salary: \$23,228 USD Per Year

Hours per week: 40

Office Automation Assistant, 326

Served as Assistant to the Information Resources Specialist, processing all book and journal orders, keeping record of accounts. Maintained Reference Manager database and processed books and journals for the Quality Management Institute Library. Served as team member of the Clinical Pathways Project, acting as point contact person for the field (all VA's) and the core workgroup, interacting with them concerning many aspects of the project. Responsible for distributing a monthly newsletter to the field and making arrangements for Clinical Pathways Meetings.

Contact Supervisor: Yes

Supervisor's Name: Carol Vollmer

Veterans Administration Medical Center

Durham, North Carolina

US

7/1976 - 3/1981

Grade Level: GS-5

Salary: \$15,496 USD Per Year

Hours per week: 40

Secretary, 318

Served as Secretary and Administrative Assistant to the Chief of Psychiatry and staff of psychiatrists. Coordinated office management to the extent to enable the Chief of Psychiatry to devote most of his time to his professional activities. Supervised two clerical positions, one who worked with inpatient physicians and one who worked in the Mental Health Clinic. Prepared minutes compiled from weekly staff meetings, prepared manuscripts for publication, and functioned as budget control person, preparing requisitions for office supplies, maintenance and equipment. Prepared foreign and domestic travel arrangements and prepared travel requests and vouchers. Prepared personnel actions, served as timekeeper for the Service, and was responsible for various reports for the Service. Tracked and monitored deadlines and suspense items for the Service, many of which were to the Chief of Staff's office. Maintained schedules and files. Maintained contact with other Services in the Medical Center, in particular the offices of the Chief of Staff and Medical Center Director, as well as high level contacts outside the Medical Center, in DC, and physicians and researchers worldwide. Managed patient and family contacts. Coordinated with Duke Department of Psychiatry regarding residents and medical students, scheduling rotations to Psychiatry Service, funding for them, and preparing necessary paperwork to arrange paid positions for residents. Oriented residents and medical students, assigned their offices, was responsible for coordinating complex scheduling, and acted as point of contact for administrative issues for them.

Contact Supervisor: Yes

Supervisor's Name: Jesse O. Cavenar, M.D.

Smith, Hibbert and Pahl, Attorneys at Law

Raleigh, North Carolina

US

7/1974 - 7/1976

Salary: \$13,000 USD Per Year

Hours per week: 40

Secretary

Served as legal secretary, providing general secretarial support. Prepared numerous legal documents and completed work required at the Wake County Courthouse, filing legal documents or researching documents as required. Coordinated bankruptcy proceedings for businesses.

Contact Supervisor: Yes

Supervisor's Name: Larkin Pahl

EDUCATION

East Carolina University
Greenville, North Carolina
US

Some College Coursework Completed, 12/1973

Hardbarger Business College
Raleigh, North Carolina
US
Certification, 9/1975
Major: Legal Secretarial Course

Southern High School
Durham, North Carolina
US
High School or equivalent, 6/1973

JOB RELATED TRAINING

Microsoft Outlook: Calendaring - November 15, 2002
Computer Buying Tips - December 11, 2002
NBS Travel Manager System, Step I - December 8, 2002
NBS Travel Manager System, Step II - December 30, 2003
NBS Travel Manager System, Step III - January 10, 2003
AMB Purchase Card Program - January 28, 2003
Microsoft Word: Tips and Tricks - February 5, 2003
MS Excel: Introduction to Worksheets - February 11, 2003
Presentation on the Grants process by Dr. Thor Fjellstedt - February 20, 2003
MS PowerPoint: Introduction - March 18, 2003
Buying from Businesses on the Open Market - March 26, 2003
Consolidated Purchasing Through Contracts - March 26, 2003
Federal Supply Schedule - March 27, 2003
Mistake-Free Grammar and Proofreading - April 10, 2003
Plain Language in Government Writing - May 18, 2003
Purchase Card Training Certification - March 25, 2004
How to Build Powerful PowerPoint Presentations - September 21, 2004
Mistake-Free Grammar and Proofreading - September 30, 2005
Federal Docket Management System Training - May 16, 2006
Powerful Communication Skills - February 14, 2007

E-Mail Records Training - April 18, 2007

Purchase Card Training Certification - July 11, 2007

EPA Acquisition System (EAS) Training - October 21, 2010

AFFILIATIONS

Shady Grove Free Will Baptist Church, Leesville Road Baptist Church, Grove Park Church, Bethesda Bap

Pianist, Organist, or Choir Director for 36 years

REFERENCES

Linda Ketner

retired (long-time friend)

Assistant Teacher, Oak Grove Elementary School

Reference Type: Personal

Amy Vasu

U. S. Environmental Protection Agency

Environmental Protection Specialist

Reference Type: Professional

Tom Coda

U. S. Environmental Protection Agency

Environmental Protection Specialist

Reference Type: Professional

Yvette Smith

Mitchell Law Firm, P. A.

Legal Assistant

Reference Type: Personal

ADDITIONAL INFORMATION

National Institutes of Health Award of Merit for exemplary performance in the management of the

Toxicogenomics Research Consortium (Team Member) – December 19, 2003

Office of Air and Radiation Mentoring Program 2004 (with Nancy Riley)

U. S. EPA Bronze Medal for Commendable Service (Team Member) – Development of the final PM2.5 NAAQS Implementation Rule – January 2008

U. S. EPA Bronze Medal for Commendable Service (Team Member) – Development of the final Exceptional Events Rule – January 2008

Edna C Winstead

Country of citizenship: United States of America

Veterans' Preference: 5-point preference based on active duty in the U.S. Armed Forces

Highest Grade: GS-0318-7/10, 01/2000-Present

Contact Current Employer: Yes

AVAILABILITY

Job Type:

Permanent

Work Schedule:

Full Time

DESIRED LOCATIONS

US-NC-Raleigh/Durham-RTP

WORK EXPERIENCE

US Environmental Protection Agency

Research Triangle Park, NC 27711

US

5/1997 - Present

Grade Level: 07/10

Salary: 51,696 USD Per Year

Hours per week: 40

Secretary (automation), 318

Provide a full spectrum of administrative support to the Group Leader and staff members (16) of the Air Quality Modeling Group (AQMG) of the Air Quality Assessment Division (changed from the Emissions, Monitoring and Analysis Division), Office of Air Quality Planning and Standards (OAQPS), Research Triangle Park, NC 27711.

Maintain the Group Leader's calendar of scheduling meeting and monitoring those required to attend.

Prioritize, adjust meetings as necessary to include room accommodation, visual aide items, invitee listings using Lotus notes; interact with a variety of personnel such as other Group Leaders of OAQPS, environmental engineers, health scientists, meteorologist; state/local and the private sector.

Interact with other secretaries to schedule meeting/appointments or to handle other issues that involve/concern in support staff for AQMG.

Prepare all travel arrangements (domestic, third party and Inter-national) for Group personnel using the federal program GovTrip. Coordinates with contracted travel agent for changes as needed. Assist/train staff with GovTrip travel authorizations and vouchers.

Works with Group and Division staff in projecting and preparing Group's travel plan and determines if money documents can be processed within the existing schedules.

Secure approvals and clearance from upper management for publications, interact with other personnel in handling procurement for such items as supplies (from private sector approved by GSA - green products), bank card purchases using web form and equipment. Certified (4 times) purchase card/bank card holder (for approximately 10 years for procurement of office supplies, minor office equipment. Prepare and submit procurement forms thru proper channels to make purchases. Reconcile monthly all purchases on my purchase card

Obtain answers, resolve staff on minor issues on work schedule changes, training forms, registration fees, purchases, coverage in office. Assist other Divisions secretaries in coverage as needed.

Maintain a daily interaction with Group Leader on staff activities issues to keep him up-to-date and aware. This is done verbally, and via email and phone calls if he is out of the office.

Timekeeper for time and attendance in electronic program People Plus. Research time-cards or pay issues and if needed or make the appropriate changes as part of the timekeeper duties.

Contact Supervisor: Yes

Supervisor's Name: Tyler J. Fox

Duke University Medical Center, Clinical Pediatric Laboratory

Durham, NC 27704

US

2/1998 - 4/2008

Salary: 14.00 USD Per Hour

Hours per week: 16 hours (bi-weekly)

Clinical Support Technican II (Part-Time)

I performed a variety of routine and complex blood drawing procedures including, but not limited to finger and heel sticks, pediatric venipuncture, accessing central venous catheters, blood cultures and bleeding times.

I performed a variety of routine and specialized specimen preparation procedures including, but not limited to, general laboratory specimen preparation, cytology specimen preparation, cytogenetics specimen preparation.

Prepared and initiate special tests including, Point-of-Care Testing, bedside glucose and urinalysis without microscope and EKG's.

Communicate in a professional and courteous manner with patients, family and other medical personnel as necessary to solve problems, obtain information for laboratory records, explain procedures, allay fears and elicit cooperation or relay problems to supervisors for resolution when appropriate.

I utilized standard equipment for the maintenance of positive patient identification; record appropriate collection information on proper requisitions, register patients and perform order entry and perform billing functions as required.

I performed various quality control procedures to maintain compliance with internal and external regulations.

Provide technical guidance to employees assigned to work area.

Make work assignments for Phlebotomy team members, review work of other employees, assist in training new personnel.

Assist with maintenance of slide files, retained specimens

Receive and process specimens as required including, but not limited to, centrifugation, separation of serum/plasma, volume measurement and aliquoting of 24 hour urines.

Participate in the distribution of specimens, supplies and reports to the appropriate laboratory staff cover messenger/courier activities as required.

Utilize various hospital information systems and software and other related duties.

Contact Supervisor: Yes

Supervisor's Name: Glenda Kendall

US Environmental Protection Agency, Emissions Factor and Inventory Group, EMAD/OAQPS
Research Triangle Park, NC 27711

US

9/1994 - 5/1997

Grade Level: 06/09

Salary: 32,155 USD Per Year

Hours per week: 40

Secretary (automation), 318

As the Acting Group Secretary (NTE 120 days from February 19, 1995 to May 21, 1995 and from May 22, 1996 to October 1997). Emissions Factors and Inventory Group, Emissions, Monitoring and Data Analysis Division, Office of Air Quality Planning and Standards, my responsibilities include; maintaining the Group Leader calendar, coordination of workload (prioritize) correspondence control (route, track and ensure correctness; finalize official documents).

Answering the telephone, forward calls to the Group Leader or appropriate staff members, handle routine calls myself; handle incoming mail in support of the technical and administrative function of the Group; upon request, schedule appointments as necessary.

Typed various material in final form from rough draft, assemble material including Freedom of Information (FOI) responses, and supervised clerical SEE employee.

Prepared all travel arrangement (domestic and International) for meetings and conferences; authorization orders, vouchers for the Group/ Section in a timely manner, personnel actions, alternative time keeper (manual), maintain files, procurement (custodial officer), money documents (budget tracking and preparing procurement forms; ordering supplies for the Branch .

Contact Supervisor: Yes

Supervisor's Name: David Misenheimer & J. David Mobley

US Environmental Protection Agency, Emission Factor and Methodologies Section, Technical Support Div

Research Triangle Park, NC

US

8/1991 - 10/1994

Grade Level: 0318-6/9

Salary: 25,989 USD Per Year

Hours per week: 40

Secretary, GS

Provide secretarial support to the Section staff to assure that all work is completed on schedule and in a professional manner. Typed various material in final form from rough draft (handwritten), assemble material with any attachments, and route to proper individuals or Group; established and maintain office files to assure orderly rapid and efficient retrieval of contents.

Monitor telephone calls, direct inquiries to the appropriate staff for action and handle routine matters personal; routed mail to addressee promptly and accurately. Also, schedule meetings as requested and inform the appropriate personnel, providing time, place date, subject matters and attendees.

Make travel arrangements, maintain records and submit travel vouchers for payment within specified time frame. Served as Acting Branch Secretary from August 1991 to December 1991.

Contact Supervisor: Yes

Supervisor's Name: J. David Mobley

Duke University Medical Center, Clinical Pediatric Laboratory

Durham, NC 27704

US

11/1989 - 4/1994

Salary: 320.00 USD Bi-Weekly

Hours per week: 40 bi-weekly

Clinical Laboratory Technican (Part-time)

Prepared various samples through centrifugation, distributed and/or stored for later analysis. Identified and resolved problems associated with the rejection of specimens to be tested.

Implemented the redistribution of many biological specimens to their appropriate lab sites for diagnosis. Clinical specimens verified for accuracy of patient information and testing instruction

Also, worked in Central Collection Laboratory as a Phlebotomy Technician when other staff personnel

needed me to fill in for them.

Contact Supervisor: Yes

Supervisor's Name: Glenda Kindell/Todd Hitch

King, Walker, Lamb, and Crabtree, Attorneys at Law

Durham, NC

US

4/1985 - 4/1988

Salary: 8.00 USD Per Hour

Hours per week: 20

Secretary (Part-Time)

As secretary (Monday-Thursday;5:00PM-9:00PM), I worked for 7 attorneys, I was responsible for answering the telephone after full-time staff departed, greeted visitor's and directed them to the appropriate personnel.

Typed letters, memos, legal documents; transcribed from Dictaphones which consisted of very lengthy interviews/statements from clients; especially medical malpractice and automobile accidents.

I was responsible for converting the office equipment from IBM Mag Card II to the Lexitron Word Processor all the legal forms required in the daily operation of the firm. After the firm updated the office equipment from the Lexitron Word Processor to the Lanier, I converted all the legal forms to the new office equipment.

Resigned obtain part-time employment with Duke Medical Center in 1988 as a Clinical Laboratory Technician.

Contact Supervisor: Yes

Supervisor's Name: Guy W. Crabtree

Supervisor's Phone: no longer w/firm

EDUCATION

Person County High

Roxboro, NC

US

High School or equivalent, 6/1964

AFFILIATIONS

International Academy of Phlebotomy Sciences, Inc,
Member

PROFESSIONAL PUBLICATIONS

None

REFERENCES

David J. Mobley
Environmental Protection Agency
Environmental Engineer

Reference Type: Professional

Patrick Dolwick
Environmental Protection Agency
Environmental Engineer

Reference Type: Professional

Sherry Weiss
Environmental Protection Agency
Management Analyst

Reference Type: Professional

Joseph A. Tikvart
Environmental Protection Agency
Retired SEE - Environmental Engineer

Reference Type: Professional

Steve Fruh
Environmental Engineer
Group Leader, Metal & Mineral Group

Reference Type: Professional

ADDITIONAL INFORMATION

Special Achievement Awards("S"): 2010, 2009, 2008, 2007, 2006, 2005, 2004, 2003, 2002, 2001, 2000, 1998 & 1997

Time Off ("T") Awards: 2010, 2009, 2008; 2006, 2005, 2004

Bronze Metal: 2003, 1996 & 1997

Access 2003 - Database 101 - Intro to Tables 7/19/10

Access 2003 - Database 102 - Intro to Queries 7/19/10

Correspondence Management System (CMS)

Microsoft: Lotus Note, Word Perfect 7, 6.0, 5.1, 5.0, Freelance,
Introduction to Microsoft Office 2003 - 08/01/2006

PeoplePlus- 2003

Travel Manager 2002

Lotus Notes 5 Mail - 04/25/2000

Lanier Word Processor, Lexitron Word Processor

Data Entry operator, 029 & 059 Key Punch & Verifier

Scan Data Processors

Univac 1701 and 1710, IBM 129 Card Recorder, IBM 360 Computer, Data 200, DCT 500, Hazel time
2000, NCR Encoder and Uniscope

PBX Board Operator, Addressograph Machine, Microfilm Reader

Draw perfect, and Typing: 70 WPM

Certified Phlebotomy Technician (CPT), 6/20/2010, International Academy of Phlebotomy Sciences,
Inc, Columbus, OH 43228

Certified Phlebotomy Technician (Duke Certified) Duke University Medical Center, Durham, NC
2/1989

Heartsaver AED, American Heart Association, 11/19, 2008